



BOURNVILLE VILLAGE TRUST LAWLEY MANAGEMENT COMMITTEE

Business Meeting of the Lawley Management Committee (LMC)
to be held on Tuesday 3rd February 2026 6pm-8pm
at the Lawley Community Hub and Microsoft Teams

A G E N D A

- | | |
|---|----|
| 1. INTRODUCTIONS AND APOLOGIES | JH |
| 2. DECLARATIONS OF INTEREST
Members to declare interests with any items <u>specifically on this agenda.</u> | JH |
| 3. MINUTES
To receive and APPROVE the Minutes of the meetings held on:
• 15 th November 2025 | JH |
| 4. MATTERS ARISING/OUTSTANDING ACTIONS
To receive updates on outstanding actions from the previous minutes (attached) | JH |

ITEMS FOR DECISION

5. None

ITEMS FOR DISCUSSION

- | | |
|---|----|
| 6. QUARTERLY FINANCIAL REPORT
To receive a report for Q4 2025 (attached) | MC |
| 7. ESTATES AND STEWARDSHIP REPORT
To receive a report for Q4 2025 (attached) | MC |
| 8. QUARTERLY PERFORMANCE REPORT
To receive a report for Q4 2025 (attached) | MC |
| 9. COMMUNITY DEVELOPMENT & PARTNERSHIPS REPORT
To receive a report for Q4 2025 (attached) | MC |
| 10. COMMUNICATIONS REPORT
To receive a report for Q4 2025 (attached) | DC |

ITEMS FOR NOTING

11. MEETING PLAN 2026

To receive a plan of future meetings

MC

12. ANY OTHER BUSINESS

Please discuss AOB items with the Chair before the meeting

JH

13. DATE OF NEXT MEETINGS

JH

WORKING GROUP MEETING

10th March 2026

14th April 2026

9th June 2026

7th July 2026

13th October 2026

8th December 2026

FORMAL MEETING

12th May 2026

1st September 2026

10th November 2026

OPEN MEETING CLOSES



Minutes of the Lawley Management Committee
Meeting held at Lawley Community Hub and online via Microsoft Teams on
15th November 2025 at 09:00am

	PRESENT: James Haldron (JH) – Chair Pete Richmond (PR) Emily Bryan (EB) Mark Darlington (MD) Grant Williams (GW) Kate Ballinger (KB) Garf Parker (GP)	
	IN ATTENDANCE: Tracey Rowe (TR) - Head of Estates & Stewardship Nick Freeman (NF) – Estates & Stewardship Manager Mike Cunneen (MC) - Estates & Stewardship Manager Shannon Reynolds (SR) – Minute Taker Donna Charway (DC) – Online Meeting Facilitator	
	OBSERVERS This is a public meeting; those joining can observe and interact with DC only. Nicola Kennedy (NK) – Estates Officer	
057/25	INTRODUCTIONS & APOLOGIES <u>Introductions:</u> Mike Cunneen – New Estates & Stewardship Manager. <u>Apologies:</u> Cllr Luke Lewis (LL) Arthur Tsang (AT) Matt Gabbitas (MG) – Vice Chair Ian Springle (IS) <u>Absent:</u>	
058/25	DECLARATIONS OF INTEREST None received. Committee were reminded to sign and return the declaration of interest forms that were emailed to members. SR to work with KB and GW to enable access to their Lawley Management Committee emails.	SR

	Committee NOTED there were no declarations.	
059/25	<p>MINUTES</p> <p>JH tabled the minutes of the 16th September 2025 meeting and asked if there were any comments or amendments.</p> <p>None were received.</p> <p>GW abstained from voting as he wasn't present for the meeting.</p> <p>Committee APPROVED the minutes of the meeting held on the of 16th September 2025 as a true and accurate reflection.</p>	
060/25	<p>MATTERS ARISING/OUTSTANDING ACTIONS</p> <p>JH presented the outstanding actions schedule (Appendix 4).</p> <p>No comments received.</p> <p>Committee APPROVED and NOTED the Outstanding Actions Schedule</p>	
ITEMS FOR DECISION		
061/25	<p>DRAFT LAWLEY BUDGET 2026</p> <p>TR presented the report.</p> <p>TR advised if the Committee approves this budget, it is shared with the developers, as part of the Long-Term Stewardship Group, who will then review it. They have until 26th November 2025 to provide their approval. Once this is done, the budget will proceed to our Board of Trustees for approval.</p> <p>TR asked if there are any questions.</p> <p>MD questioned whether the figures in the table showing a comparison between what the Community Charge increase would be now, if the only factor was CPI or the Bank of England Inflation each year, could be included in the invoice letter sent out to residents.</p> <p>NF explained that detailed FAQs on the charge have been drafted for the website which the letter will direct people to. This way the FAQs can be refreshed as questions come in.</p> <p>Committee members raised concerns that residents who are less IT-literate may struggle to access information online. To address this, hard copies will be available at Lawley Community Hub, and residents can also request them by phone or email. It was noted that, while including paper FAQ copies with the letter is possible, it would significantly increase postage costs, so the preference is to provide copies on request rather than sending thousands by default.</p>	

	<p>Committee members explored alternative ways to make information more accessible to residents, such as hand-delivering documents, or simplifying content by removing less essential details and including short web links or QR codes.</p> <p>JH conducted a vote by show of hands.</p> <p>Committee unanimously APPROVED the 2026 Lawley Budget.</p>	
062/25	<p>EILEEN HEWER FUND REVIEW</p> <p>LP presented the report.</p> <p>LP highlighted the key changes to the Eileen Hewer Fund procedure.</p> <p>Committee reviewed the report and discussed proposed changes to the Eileen Hewer Fund procedure. Members raised concerns about the potential for small grants to exhaust the budget early in the year, particularly if demand increases as external funding becomes more stretched. KB questioned time limits and the risk of awarding too many small grants in the first quarter, while TR and LP reassured the group that applications are monitored through the budgeting process and reviewed every three months, with the option to temporarily pause small-grant awards if necessary.</p> <p>Several suggestions were explored, including capping the number of grants an organisation can receive per year, limiting the total value of small grants, or allowing up to two applications annually. Some members felt caps could become too restrictive for smaller groups and emphasised trust in the existing process.</p> <p>LP noted that the panel can add specific conditions to offer letters and that the fund could be paused if usage nears capacity. Overall, Committee agreed to assume the proceed with the procedure and monitor how it operates in practice.</p> <p>JH conducted a vote by show of hands.</p> <p>Committee unanimously APPROVED the revised procedure for administering the Eileen Hewer Community Fund.</p>	
063/25	<p>COMMUNITY CHARGE FINANCIAL ASSISTANCE</p> <p>NF presented the report and recommended that the Financial Assistance Scheme should not be adopted at this time, but could be reconsidered in the future if circumstances allow.</p> <p>Committee members supported this recommendation, noting that Lawley generally has high income levels and low unemployment, and that introducing the scheme could risk unfair outcomes or overlook hidden poverty. Members commented that the review process had been valuable, with positive signposting already taking place through the Lawley Community Hub.</p>	

	<p>KB asked whether the decision would be made public, and TR confirmed that communications would be prepared, using the newsletter or the published papers on the website. TR to ask DC to look at this.</p> <p>Committee unanimously APPROVED the recommendation.</p>	TR
<u>ITEMS FOR DISCUSSION</u>		
064/25	<p>QUARTERLY FINANCIAL REPORT</p> <p>NF tabled the report.</p> <p>NF asked if there were any questions.</p> <p>None were received.</p> <p>Committee NOTED the contents of the report.</p>	
065/25	<p>ESTATES AND STEWARDSHIP REPORT</p> <p>NF tabled the report.</p> <p>NF commented that as we are in Q4, the handover to MC is a key focus and is progressing very well.</p> <p>GW noted that this was the final formal meeting with NF and expressed thanks for his contribution.</p> <p>JH asked if there were any questions. None were received.</p> <p>Committee NOTED the contents of the report.</p>	
066/25	<p>QUARTERLY PERFORMANCE REPORT</p> <p>NF tabled the report.</p> <p>NF noted that overall progress had been good. He highlighted that the few amber and single red KPIs were largely due to temporary capacity issues within the team, as he and several colleagues had periods of absence for personal reasons, leaving staffing at times as low as three out of seven. This led to some delays, but NF emphasised that the issues were short-term and not expected to have any lasting impact.</p> <p>MC noted that, despite staffing challenges, dissatisfaction complaints remained very low, demonstrating strong team performance during a difficult period.</p> <p>Committee NOTED the contents of the report.</p>	
067/25	<p>COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT</p> <p>LP presented the report.</p>	

	<p>NF noted that they don't pay VAT. NF explained that the grant approach, where the Parish Council pays the invoices and BVT funds a proportion, was developed because the Parish Council is not charged VAT, creating an immediate 20% saving. This method has proven to be an effective way to reduce and share costs.</p> <p>KB emphasised the importance of using money wisely and commended the approach, acknowledging that it had been handled well.</p> <p>Committee NOTED the contents of the report.</p>	
068/25	<p>QUARTERLY COMMUNICATIONS REPORT</p> <p>DC presented the report, noting that negativity on social media is now almost non-existent.</p> <p>LP praised DC's hard work and the high quality of the output, which is clearly reflected in the positive results.</p> <p>JH asked if questions. None were received.</p> <p>Committee NOTED the contents of the report.</p>	
<u>ITEMS FOR NOTING</u>		
069/25	<p>MEETING PLAN 2025 & 2026</p> <p>JH tabled the 2025/26 Meeting Plan.</p> <p>Committee NOTED the meeting plan.</p>	
070/25	<p>ANY OTHER BUSINESS</p> <p>ToR Review - LOPC Representation (From the Chair)</p> <p>JH raised that a proposal had been submitted by LOPC and would be taken away for presentation to the Committee. JH asked whether the Committee was happy with this approach, and no objections were raised.</p> <p>JH asked if there was any other business.</p> <p>LP thanked the LMC for their support with the Eileen Hewer Fund procedure and reminded members about the Christmas Fayre on 6th December, encouraging attendance and volunteers.</p> <p>MD shared that he and MG are considering a future project to create a land-ownership map for residents, and reported positive progress on the installation of new council rubbish bins.</p> <p>NF acknowledged MD's hard work on the bin provision, including analysing bin distribution across Lawley. MD also noted that the council provides an interactive map and reporting app for bin locations.</p>	

	MG asked about the timing of staggered committee elections, and TR advised that elections are likely to start earlier to allow more time for induction, with further discussion planned in the workshop following the meeting.	
071/25	<p>DATE OF NEXT MEETING</p> <p><u>Formal meetings</u> 2026 – See item agenda 13 (Dates subject to LMC approval).</p> <p><u>Working Group meetings</u> 2nd December 2025</p> <p>Committee NOTED the date of the next meeting.</p>	
	The meeting closed at 10:16m	
	<p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p> <p>..... Date</p>	

LMC Outstanding Actions

MIN	TOPIC	ACTION	Action Owner	PROGRESS
ACTIONS FROM WORKING GROUP 2nd December 2025				
A09/25	Budget Update	TR to send an update to the LMC following the deadline.	TR	Complete
ACTIONS FROM LMC 15th November 2025				
063/25	Comms on Community Charge Financial Assistance Decision	TR to ask DC to look at how the decision not to adopt the financial assistance scheme could be made public.	MC	To provide a verbal update at meeting 03.02.26
058/25	BVT Email Access	SR to work with KB and GW to enable access to their Lawley Management Committee emails.	SR	Complete
ACTIONS FROM LMC 16th September 2025				
049/25	Co-opted Member Representative	Contact to be made with LL to see if he can send a representative in his place if he is unable to attend committee meetings.	NF	Contact has been made with LOPC. They have proposed that Councillors could attend on a rotational basis. LMC to discuss in item 14. Of the meeting agenda. Complete
048/25	Meeting Plan Amendment	SR to amend a typo in the meeting plan (date listed as 19th September instead of 16th).	SR	Complete

045/25	Publishing Performance Data	To be added to the list for further exploration next year: exploring options to publish performance data online, including exploring whether retrospective applications and their outcomes could be publicly disclosed.	MC	Update to be provided by the Q2/26
043/25	Fence Replacement Approach	Team to review the work and confirm the approach for fence repairs/replacements	TR/NF	Discussed in Estates & Stewardship Report, Item 9 of 15 th Nov Meeting. Complete
ACTIONS FROM WORKING GROUP 24th June 2025				
A05/25	Lawley Community Hub Charge Table	NF to submit a proposal to keep the LCH charge table the same for a further year to September 16th 2025 business meeting.	MC	To be discussed at October 2025 Meeting Deferred to December Working Group. An update will be provided at the next committee meeting on 12 th May.
A04/25	EHF Informal Working Groups	LP to form informal groups to look into details of any future proposals.	LP	Draft procedure to be presented at October 2025 working group with a view to paper for approval at the November 2025 Business meeting. To incorporate A009/23 Procedure being presented at item 6 of 15 th November meeting. Complete
ACTIONS FROM LMC 13th May 2025				
26/25	Recording Resident Enquiry Types	NF agreed to consider how this could be implemented meaningfully.	NF	Deferred to November 2025 Current systems are not capable of doing this in a way that would provide useful information in an efficient way. To be kept under consideration as and when systems are updated. Complete

24/25	Wear & Tear Fund compared to Arcadis Report	AT to update committee on the Wear & Tear Fund's tracked progress against the previous Arcadis report and the timing of the next report.	AT	Update on Wear and Tear fund to be presented to LMC at their meeting 16 th September by Pete Richmond – confidential item. Full 5 year review to be carried out in 2026. Complete
ACTIONS FROM LMC 4th February 2025				
007/25	Risk Register	Lawley Risk register to be reported on at the next meeting for new committee members.	TR	Scheduled for the working group meeting 2 nd September. Deferred to October 2025 working group meeting due to running out of time at the 2 nd September meeting. Add to meeting planner. Deferred to Q1 2026
ACTIONS FROM LMC 9th November 2024				
063/24	Financial Support Fund	TR advised that Officers would review the proposal to put aside a support fund and the proposal to hold a consultation and present a report at the February committee meeting.	TR/NF	Update 04/02/25 – Deferred to 24 th June 2025 Presented finding at working group meeting 2 nd September 2025. General agreement not to proceed – require formal report to next committee. Complete , see agenda item 7 of meeting 15.11.25
ACTIONS FROM LMC 8th November 2022				
067/22	Ground Rent	TR to speak with the Finance Team about the inconsistency in the ground rent figures and update Committee	TR	TR to meet with Trevor Edge to discuss further and bring a paper to committee in 2025.

				<p>Verbal update to be given at Confidential AOB on meeting of 15th November 2025.</p> <p>TR to explore all options discussed during Confidential AOB on the 15th November 2025, and bring the matter back to Committee.</p> <p>TR to provide verbal update at meeting 03.02.26</p>
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Lawley Management Committee	
Date	3rd February 2026
Item 6	Quarterly Financial Report Quarter 4 2025
Author	Mike Cunneen Estates and Stewardship Manager
Contact Details	michaelcunneen@bvt.org.uk



1. Purpose of Report

To present the financial position against the budget at the end of Quarter 4 2025.

2. Recommendation/s

The Committee is requested to **DISCUSS** and **NOTE** the contents of this report.

3. Link to Strategic Aims, Objectives and Values

The successful stewardship of the estate is a priority for BVT and delivers on our aims and values.

The report specifically meets the 10 year Corporate Plan measures of success in that it will;

- Ensure that the BVT team listens to resident's views and acts on them.
- Consult with resident members on the activity of the team.
- Ensure value for money performance is monitored.

4. Financial Impact

All of the work linked to the management of the Estates and Stewardship service falls within existing budgets. In summary costs and income are running broadly in line with budgets.

5. Value for Money Impact

Poor financial performance could impact on our ability to deliver the business plan and affect financial viability.

The costs for delivering the Estates and Stewardship service are closely monitored and have been through a review to ensure that associated costs are fair and reasonable. This has been further reviewed by competitively tendering the Grounds Maintenance service to ensure deliver VfM.

6. Risk and Assurance Impact

The Strategic Risk Register identifies Risk 9 as *Lack of accountability to customers and poor-quality services.*

The Operational Risk Register identifies Risk 1 as *Insufficient level of Community Charge leading to inability to maintain and replace Trust owned Estate infrastructure.*

The main risk to the budget is any significant change in the current economic climate, where charges for services, such as utilities and grounds maintenance exceed estimated costs. This will be closely monitored.

7. Compliance with Relevant Legislation and Regulation

Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards; however, we work towards these standards as the overall work of BVT as a registered housing provider, giving a tenure neutral Estates & Stewardship service in Lawley Village.

8. Equality, Equity, Diversity & Inclusion Impact

As stated in the BVT Equality & Diversity Policy, BVT will encourage and support all residents to take an active part in the community and believe that positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

9. Customer Voice and Impact

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident groups to bring the customer voice into all decisions made by the committee.

The Lawley community very clearly wanted more control over how the Community Charge was spent within the community which resulted in the current resident-led Lawley Management Committee (LMC) structure. LMC is the current mechanism for ensuring that a customer voice is represented in the delivery of our estate and stewardship service.

LMC meetings are “broadcast” online for residents to observe the working of the committee and the papers are published on the BVT Lawley website to allow residents to download and view them, providing openness and transparency.

10. Report

This report relates to the Lawley Estates Financial report for the fourth quarter of 2025 – see Appendix 1.

Income

Income is 2.2% lower than the year-to-date budget (£17,950), this is due to there being many variables involved in the profiling. The most significant of these is the rate at which the developers complete new properties.

It is evident that homes are being completed and sold quickly on Phase 11 (the only active phase in terms of developer home building activity). However, there was a delay from Barratt Homes with the handover information and community charge payments for 79 properties on the Hughes Meadow and Scarlett View developments. This information is in the process of being received and will contribute to increasing the income figures.

Operational Expenditure

Operational expenditure is 2% lower than the year-to-date budget (£14,401) as at the end of Q4 2025. The reasons for this are detailed below:

The estate management expenditure came under budget by £5,986.

In addition, the community development expenditure is well under the year-end budget. The Lawley Christmas Fayre is a significant cost and was factored into Q4.

LMC running costs will be under budget due to not holding any elections in 2025. Spending will be near to zero on this budget line.

Funds

Eileen Hewer Community Fund

There were a number of applications that were reviewed at the Eileen Hewer Fund Panel Meeting on the 9th December 2025. The funds from the applications that were approved were accounted for in Q4's expenditure.

Community Infrastructure Fund

This fund will be used to offset any deficit at year end. This is expected to be within the budget of £63k.

Lawley Community Hub

As previously mentioned in Q3's report, Lawley Community Hub is showing over budget on the report, however £6k was approved by committee from the Infrastructure/Reserve fund to pay for the new furniture. There was also a one off spend on upgrading the intruder alarm system as a response to a small number of concerning adverse incidents.

Estate Caretaking

The expenditure is just over budget at Q4. This was as a result of a skip that was hired at the rear of 79-89 Bryce Way to dispose of general waste and a number of other items.

Lawley Management Committee - 3rd February 2026
 Quarterly Financial Report
 Agenda Item 6 - Appendix 1



Outturn Forecast 2025	Annual Budget 2025	Community Charge Income		Q1 Jan-Mar 2025		Q2 Apr-Jun 2025		Q3 Jul-Sept 2025		YTD January - December 2025		% of Budget
723,503	723,503	Community Charges		679,103	642,488	694,103	652,331	709,103	666,849	723,503	697,710	96
62,934	62,934	Draw Down from Infrastructure Fund		679,103	659,625	694,103	672,660	709,103	690,557	62,934	76,210	121
26,700	20,000	Draw Down from Wear & Tear Fund		0	0	0	0	0	0	20,000	14,843	74
3,000	3,000	Ground Rents		0	0	0	6,713	0	13,838	3,000	3,000	100
1,500	1,500	Lawley Community Hub Room Hire		1,500	1,500	3,000	3,000	3,000	3,000	1,500	1,224	82
817,637	810,937	Total Community Charge Income		400	0	1,100	879	1,500	1,083	810,937	792,987	98
				681,003	661,125	698,203	683,252	713,603	708,477			
2,000	2,000	Grants & Donations										
10,000	10,000	Other Income		500	0	1,000	0	1,500	0	2,000	1,555	78
12,000	12,000	Total Other Income		0	45	5,000	45	5,000	7,034	10,000	5,869	59
829,637	822,937	Net Turnover		500	45	6,000	45	6,500	7,034	12,000	7,424	62
				681,503	661,170	704,203	683,297	720,103	715,511	822,937	800,411	97
		Expenditure										
(729,818)	(705,865)	Operational Expenditure										
(102,072)	(102,072)	Transfer to Wear & Tear Fund		(202,040)	(194,149)	(373,782)	(369,085)	(508,799)	(522,076)	(705,865)	(691,464)	
(15,000)	(15,000)	Transfer to Eileen Hewer Community Projects Funding		0	0	0	0	0	0	(102,072)	(102,072)	
0	0	Transfer to Community Association		0	0	0	0	0	0	(15,000)	(6,875)	
(846,890)	(822,937)	Total Expenditure		0	0	0	0	0	0	0	0	
(17,253)	0	Potential Underspend / Overspend		(202,040)	(194,149)	(373,782)	(369,085)	(508,799)	(522,076)	(822,937)	(800,411)	
		LAWLEY ESTATES OPERATIONAL BUDGET		479,463	467,021	330,421	314,212	211,304	193,435	0	0	
		Estate Management										
(223,080)	(223,080)	Staffing Costs										
(1,500)	(1,500)	Travel Costs		(50,811)	(50,094)	(119,555)	(117,268)	(171,320)	(168,197)	(223,080)	(226,221)	101
(941)	(941)	Office Consumables		(375)	(273)	(750)	(550)	(1,125)	(761)	(1,500)	(1,091)	73
(5,627)	(5,627)	Printing & Publications		(141)	(166)	(441)	(516)	(691)	(683)	(941)	(942)	100
(1,611)	(1,611)	Communications		(577)	0	(1,177)	0	(1,627)	0	(5,627)	0	0
(720)	(720)	Mobile Telephone		(597)	(624)	(933)	(864)	(1,269)	(864)	(1,611)	(1,020)	63
(14,322)	(14,322)	Legal & Professional Fees		(180)	(153)	(360)	(385)	(540)	(631)	(720)	(876)	122
(7,246)	(7,246)	Insurance		(3,582)	(2,359)	(7,164)	(7,479)	(10,746)	(7,479)	(14,322)	(17,916)	125
(115,599)	(115,599)	Landscaping Contract		(1,812)	(1,812)	(3,624)	(3,624)	(5,436)	(5,436)	(7,246)	(7,246)	100

(20,000)	(10,230)	Tree Surveys & Works	(19,266)	(20,104)	(48,165)	(49,504)	(77,064)	(78,904)	(115,599)	(108,304)	94
(15,345)	(15,345)	Communal Lighting (inc Courtyards)	(2,000)	(3,576)	(4,000)	(14,616)	(8,500)	(14,616)	(10,230)	(14,616)	143
(6,650)	(6,650)	General Repairs (inc Courtyards)	(5,245)	(2,958)	(8,745)	(6,411)	(10,845)	(11,864)	(15,345)	(17,136)	112
(1,500)	(1,500)	Winter Gritting (inc Courtyards)	(1,950)	(4,432)	(3,200)	(6,382)	(4,350)	(6,382)	(6,650)	(7,686)	116
(26,700)	(20,000)	Draw Down from Wear & Tear Fund	(500)	(278)	(500)	(278)	(500)	(278)	(1,500)	(488)	33
(440,841)	(424,371)	Total Estate Management	0	0	0	(6,713)	0	(13,838)	(20,000)	(14,843)	74
			(87,036)	(86,829)	(198,614)	(214,590)	(294,013)	(309,934)	(424,371)	(418,385)	99
Estate Caretaking											
(60,682)	(60,682)	Caretaker - Staffing Costs							(60,682)	(61,139)	101
0	0	Caretaker - Temporary Staff	(13,764)	(13,586)	(32,408)	(32,524)	(46,547)	(46,945)	0	(2,688)	0
(5,115)	(5,115)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(1,472)	(748)	(2,555)	(2,938)	(3,638)	(3,562)	(5,115)	(4,449)	87
(480)	(480)	Caretaker - Mobile Telephone	(120)	(77)	(240)	(192)	(360)	(315)	(480)	(429)	89
(665)	(665)	Caretaker - Clothing & PPE	(250)	(13)	(400)	(13)	(400)	(13)	(665)	(171)	26
(1,535)	(1,535)	Caretaker - Tools and Equipment	(500)	(378)	(1,000)	(468)	(1,000)	(554)	(1,535)	(593)	39
(68,477)	(68,477)	Total Estate Caretaking Costs	(16,106)	(14,801)	(36,603)	(36,134)	(51,945)	(51,389)	(68,477)	(69,469)	101
Community Development											
(44,400)	(44,400)	Staffing Costs	(10,137)	(9,940)	(23,841)	(23,621)	(34,119)	(33,989)	(44,400)	(44,357)	100
(665)	(665)	Travel Costs	(165)	0	(330)	0	(495)	0	(665)	0	0
(286)	(286)	Office Consumables	(50)	0	(136)	(26)	(236)	(37)	(286)	(37)	13
(2,225)	(2,225)	Printing & Publications	(1,000)	0	(1,200)	0	(1,400)	(29)	(2,225)	(347)	16
(240)	(240)	Mobile Telephone	(60)	(38)	(120)	(96)	(180)	(158)	(240)	(214)	89
(11,120)	(11,120)	Community Development & Involvement Activities	(774)	(76)	(3,090)	(555)	(8,606)	(6,759)	(11,120)	(9,550)	86
(2,000)	(2,000)	Grant & Donations Expenditure	(500)	0	(1,000)	0	(1,500)	600	(2,000)	(1,565)	78
(10,000)	(10,000)	Other Expenditure	0	0	(5,000)	0	(5,000)	(6,989)	(10,000)	(6,989)	70
(15,345)	(15,345)	Resident Projects (Eileen Hewer)	(1,692)	(728)	(5,268)	(3,120)	(8,845)	(3,344)	(15,345)	(6,875)	45
(150)	(5,000)	LMC Running Costs	(920)	(278)	(2,270)	0	(3,020)	0	(5,000)	(32)	1
(86,431)	(91,281)	Total Community Development	(15,298)	(11,060)	(42,255)	(27,419)	(63,401)	(50,706)	(91,281)	(69,967)	77
Office Running Costs											
(42,000)	(29,667)	Lawley Community Hub Running Costs	(15,500)	(15,346)	(26,490)	(22,617)	(28,080)	(39,200)	(29,667)	(41,573)	140
(42,000)	(29,667)	Total Office Running Costs	(15,500)	(15,346)	(26,490)	(22,617)	(28,080)	(39,200)	(29,667)	(41,573)	140
(92,069)	(92,069)	Administration Charge	(68,100)	(66,112)	(69,820)	(68,325)	(71,360)	(70,848)	(92,069)	(92,069)	100
(729,818)	(705,865)	Total Operational Expenditure	(202,040)	(194,149)	(373,782)	(369,085)	(508,799)	(522,076)	(705,865)	(691,464)	98

Lawley Management Committee	
Date	3rd February 2026
Item 7	Estates & Stewardship Report
Author	Mike Cunneen
Contact Details	michaelcunneen@bvt.org.uk



1. Purpose of Report

The purpose of this report is to inform Committee of the activities of the BVT team in Lawley during Quarter 4 of 2025.

2. Recommendation

Committee is asked to **NOTE** the contents of this report.

3. Link to Strategic Aims, Objectives and Values

The delivery of Long-Term Stewardship in Lawley Village works towards the BVT corporate aims of;

- Place-shaping
- Community building
- Championing people
- Providing great homes
- Inspiring learning and sharing
- Building Organisational Strength

And includes the BVT values of Partnership, Fairness, Quality, Integrity and Innovation.

The report specifically meets the BVT 2023-2032 Corporate Plan measures of success in that it will demonstrate that the team are;

- Delivering Estates & Stewardship services that are shaped by customers.
- Understanding the strengths, needs and aspirations of the community through the production of a bespoke neighbourhood plan to provide evidence-based approach to our services.
- Will establish a local hub where the community can work together, build capacity and use services.
- Are working with other teams within BVT to ensure they are actively involved in activities to champion people.
- Ensure value for money performance is monitored.

4. Financial Impact

Whilst detailed financial reporting is shown elsewhere in the papers, this report does indicate where spending of the Community Charge budget, including spending of the Wear & Tear/Sinking fund, has occurred.

5. Value for Money Impact

The activities shown in this report will indicate to Committee that the team are working efficiently, effectively and in line with the Community Charge budget.

It is difficult to directly attribute value for money (VFM) measures to some of the team's work (particularly areas such as community development and partnership working activities) but where this is possible this will be shown clearly. The team always operate within BVT's financial standing orders rules and always seek VFM in all activities.

The report discusses the approach to arrears collection and assistance BVT may be able to offer for any residents in financial hardship.

6. Risk and Assurance Impact

Committee oversight of the BVT Lawley's activities reduces the risk of brand damage occurring in line with the BVT Lawley Risk Register serials 1, 3 & 5.

7. Compliance with Relevant Legislation and Regulation

The Estates & Stewardship service is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards; however, we work towards these standards since the overall work of BVT is as a registered housing provider, giving a tenure neutral Estates & Stewardship service in Lawley Village.

The Estates & Stewardship service is delivered in line with the requirements of the covenants contained in the transfer documents (TP1) signed by all homeowners in Lawley, specifically Clause 10 of that document.

The report also indicates compliance with the Long-Term Stewardship Agreement (LTSA) for Lawley, specifically in that it demonstrates (in addition to where reference to the LTSA requirements are covered elsewhere):

- Compliance with clause 6.3 regarding community development and partnerships.
- Attendance at and provision of information as required to the Long-Term Stewardship Group.
- That BVT are working towards the adoption of Public Open Space, courtyards, additional non-adoptable public realm and apartment blocks.

8. Equality, Equity, Diversity & Inclusion Impact

As stated in the BVT Equality, Diversity & Inclusion Policy, BVT will encourage and support all residents to take an active part in the community and believe that

positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

Services such as Language Line and documentation interpretation are offered and the team are equally available to all members of the community regardless of their background, tenancy type or circumstances.

Provision has recently been made on the BVT Lawley website to allow residents to easily access the website translated into numerous languages and with many accessibility features.

The team all have mandatory training in EEDI matters annually as per BVT policy.

9. Customer Voice and Impact

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident community to bring the customer voice into all decisions made by the committee and ultimately delivered by BVT in Lawley.

This report relates directly to the spending of the Community Charge that residents contribute to, and the team is constantly aware that any money spent is simply held in trust by BVT and must be for the benefit of the community in Lawley.

Where relevant, this report also summarises engagement with less formal groups of residents such as The Resident Sounding Group, the Communications Forum and discussions held with individual residents on “Estate Dates” and at events.

This report is available for customers to view on the BVT Lawley website.

10. Report

10.1 Community Development and Partnerships

The work carried out by the Community, Development and Partnerships Officer (CDPO) continues to impress all who comment on it.

Please see the separately tabled report for further detail on the work being carried out.

10.2 Estate Management

10.2.1 Estates & Stewardship Manager

On the 3rd November 2025, the new Estates & Stewardship Manager (E&S Manager), Mike Cunneen, started in post as the replacement of the existing manager, Nick Freeman, who retired on the 19th December 2025. Mike has already been introduced to committee members and has attended several meetings since starting in post.

During Mike’s initial period at BVT, he and Nick worked alongside one another to ensure the induction period was smooth and the handover period was successfully completed. As of the 24th November 2025, Nick stepped away from his managerial

role to allow Mike to fully embed himself into the team and take over managerial duties. For the last four weeks of Nick's employment at BVT, he focused on project work including a review of existing Estates & Stewardship procedures.

Mike would like to formally acknowledge the warm welcome and support given by all since joining the team in Lawley.

10.2.2 Estate Caretakers

The Estate Caretakers provide an essential frontline service to the residents of Lawley, largely based around keeping the BVT areas of responsibility "green, clean and safe".

The work that they do is expanding in scope to include minor repairs, small works such as small installations and groundworks. The "rule of thumb" is the caretakers will attempt works that are within their skillset and require the use of hand tools only. They also carry out formal and informal inspections of areas, and all of this work is generally going well. They are undertaking further duties in terms of hosting activities at Lawley Community Hub which is working well and has had positive feedback

The Caretakers work daily with the Grounds Maintenance (GM) contractor to provide a seamless GM service to residents.

In December 2025, the Caretakers were informed that as of January 2026, they would be responsible for completing the apartment block checks in Lawley. This includes the two blocks on Bryce Way and the two blocks on Smallhill Road. This is an important service that requires completing on a weekly basis to ensure compliance with health and safety. The Caretakers will receive the relevant training on the tasks that need completing including fire alarm panel checks, as well as how to complete the electronic inspection form.

10.2.3 Estate Officers

The Estates Officers met all of their targets during Q4 and provide an excellent service to the residents of Lawley. The Officers continue to provide an excellent service to the residents of Lawley, sometimes in difficult circumstances.

Jude Ayling-Whitehouse and Richard Swain's secondment situation will remain in place until it's completion on the 2nd January 2026 in order to facilitate a corporate mapping project.

Richard has continued to impress in his role as Estates Officer under Nicola Kennedy's ongoing tutelage and has largely been working independently to the advantage of the residents of Lawley.

Improved reporting utilising electronic capture of reports and photographs in real time via Microsoft Forms continues to be a very useful tool and continues to be utilised as an interim solution prior to a fully integrated system becoming available.

That system is being developed by our colleagues in Birmingham, and it is hoped that this will "go live" in 2026.

The Estate Officers have been working with the Customer Communications Officer on a project to create videos on a variety of topics to explain the role of an estate officer. These videos are currently being edited, and in February, will be shown to the Communications Forum for their input.

10.2.4 Grounds Maintenance Contractor

The GM Contractor (M&BG Ltd) started delivering the new contract in Lawley on 1st January 2025 and continues to deliver an effective and efficient service.

M&BG Ltd remain professional and adaptable in their approach to the contract providing a consistently good service. Where issues arise, they respond quickly and effectively.

The E&S Manager has monthly contract meetings with his counterpart at M&BG Ltd, and the Head of Service meets the Managing Director of M&BG Ltd on a quarterly basis to oversee performance and ensure compliance with the contractual obligations of both parties.

During Q4, there were two incidents that involved the M&BG operative whereby he was struck in the face by dog faeces whilst strimming. The operative also inadvertently damaged a resident's fairy lights whilst strimming. On both of these occasions, M&BG Ltd did not report the incidents to the former E&S Manager (they were acknowledged by one of the Estates Officer and a resident respectively). The E&S Manager swiftly addressed this matter with the M&BG Ltd Contracts Manager to ensure that any health and safety incidents are reported and documented in line with the KPIs. There was an additional incident where the operative's hand was trapped between the ride on and the ramps in the van. The incident was reported to BVT in line with the KPIs. The ramps are to be placed up on the walls inside the van out of the way when the ride on is stored in the vehicle.

On the 21st January 2026, the E&S Manager carried out an annual performance review of M&BG Ltd. The E&S Manager is satisfied with the performance of the contractor throughout 2025 and continues to deliver an effective and efficient service in Lawley.

10.2.5 Projects Review

LMC Elections

Whilst the elections for LMC were completed in 2024, a working group was set up, with the Customer Communications Officer taking the lead, to capture learnings from the first contested elections for LMC (and LVEMC in Lightmoor) in a transferable project plan to ensure the 2026 elections will be smoothly run and successful.

This has resulted in a document being produced as a Handbook for new LMC members engaged during the 2026 cycle of elections.

In 2026, the E&S Manager will lead on the 2026 LMC elections with the aim of successfully completing the process by September 2026. Elections are held for LMC every other year (even years) and half of the resident members stand in each

election to maintain an element of continuity whilst having the potential to refresh the membership on a regular basis.

Welcome Pack Review

The review of the welcome pack has been completed.

A paper copy of the document is hand delivered to all new homeowners, changes of ownership and, where details are known, to all changes of tenants in rented properties. It is also available on the BVT Lawley website.

Process, Policy and Procedure Review

Along with all areas of the business within BVT, the Estates & Stewardship Team have been working throughout 2025 to review and update many policies, procedures and processes. This included the former E&S Manager who, towards the end of his employment at BVT, led on the project work of reviewing existing procedures. This piece of work will continue to be developed into 2026.

All members of the team are involved in one way or another, and the output, when complete, will provide the business and all our customers with clear, measurable, consistent and compliant service standards and delivery methods for all aspects of the work that we do.

Lawley Management Committee	
Date	3rd February 2026
Item 8	Performance Report
Author	Mike Cunneen
Contact Details	michaelcunneen@bvt.org.uk



1. Purpose of Report

The purpose of this report is to provide the Committee with an update on the Performance of the Estates and Stewardship Service in Lawley including dashboards for financial, breaches, alterations, community, and other estate management functions for Q4 2025.

2. Recommendation

Committee is asked to **DISCUSS & NOTE** this report.

3. Link to Strategic Aims, Objectives and Values

This report links to the BVT Corporate Plan strategic aims of:

- Building Organisational and Financial Strength, objective 6; Deliver good governance.
- Community Building, Objective 1 & 2; Support and champion opportunities for local people to be involved in leading things that are important to their local community and deliver them and make sure local people can, and are able to, be fully involved in shaping our services and projects.

The report meets this aim by showing the discussions, outcomes and decisions that Committee has made.

- The report meets the BVT Values of:
- Partnership - we work together to achieve great things
- Fairness - we treat people as individuals by exercising the right approach at the right time.
- Quality - we are clear about what we do, and we do it well.
- Integrity - we do the right things.
- Innovation - we look for new and better ways of doing things.

The report specifically meets the 10-year Corporate Plan measures of success in that it will:

- Ensure that the BVT team listens to residents' views and acts on them.
- Consult with resident members on the activity of the team.
- Ensure value for money performance is monitored.

4. Financial Impact

This performance report links to the Lawley budget and overall spend of the Community Charge and shows how the financial information is carefully monitored through the performance indicators.

5. Value for Money Impact

In managing the delivery Estates & Stewardship in Lawley, the Committee and Officers of BVT will seek to:

- Strive for value for money for spend against the budget, obtaining the best value at all opportunities and regularly reviewing working practices with the aim of efficiency savings.
- Maximise the recovery of the Community Charge.

The costs for delivering the Estates and Stewardship service are closely monitored and have been through a review to ensure that associated costs are fair and reasonable and do deliver value for money, this is monitored through the performance indicators.

6. Risk and Assurance Impact

This report links to the BVT strategic and operational risk registers.

7. Compliance with Relevant Legislation and Regulation

Bournville Village Trust is a registered housing provider and is governed by the Regulator of Social Housing (RSH) Regulatory Standards. There are four Consumer Standards and three Economic Standards that BVT must comply with, as well as procurement legislation. These are set out below.

The Estates and Stewardship service plays a key role in upholding these standards, focusing on a tenure-neutral approach in Lawley. This means we aim to provide quality services and management for all residents, regardless of their housing tenure, fostering a strong sense of community and stewardship within the area.

Each Committee report for the LMC clearly outlines the relevant standards it relates to, providing context and reasons for inclusion. This approach ensures transparency and accountability. This report relates to the following standards.

- **Neighbourhood and Community Standard**

This standard emphasises the importance of collaboration between Bournville Village Trust (BVT) and our residents to address neighbourhood concerns, this shows in the performance of the Estates and Stewardship team in Lawley through our estate management.

- **Safety and Quality Standard**

This standard focuses on the quality and management of Bournville Village Trust (BVT) owned properties. The Estates and Stewardship team is involved through managing the breaches and property alterations, this shows in the performance reports.

- **Transparency, Influence and Accountability Standard**

This standard focuses on promoting a positive relationship between BVT and our residents. Our performance is transparent and reported to our resident led committee.

- **Governance and Financial Viability Standard**

This standard ensures that BVT have effective governance arrangements that deliver our aims, objectives and intended outcomes for residents in an effective, transparent, and accountable manner, and ensures that BVT manages our resources effectively to ensure their viability is maintained while ensuring that social housing assets are

not put at undue risk. The resident led committee hold BVT to account through this performance reporting.

8. Equality, Equity, Diversity & Inclusion Impact

As outlined in the BVT Equality & Diversity Policy, BVT is committed to encouraging and supporting all residents in actively participating in the community. By engaging with people from diverse groups, BVT believes it can drive continuous improvement in the services provided.

All groups within the Resident Involvement Framework are expected to adhere to the organisation's "Conduct Becoming" Code of Conduct, which includes principles of equality and diversity.

9. Customer Voice and Impact

The Lawley Management Committee is a resident led committee who actively engage with the wider community, ensuring the customer voice is central to all committee decisions.

Recognising and representing residents' perspectives is essential in shaping BVT's Estates and Stewardship services. To achieve this, projects and service delivery undergo robust consultation processes, including resident sounding groups, surveys, letters, meetings, and events. These ensure that residents' views are heard and have a meaningful influence on policies and service decisions.

The Estates and Stewardship team is improving transparency in 2025 by publishing the performance information on the BVT websites, keeping residents informed and demonstrating openness in service delivery.

Other resident groups feed into the LMC wherever possible to complete projects, take part in consultations and give feedback and recommendations.

10. Report

The attached report presents the Lawley Estates & Stewardship performance data for Q4 2025. The Estates and Stewardship key and operational performance indicators help us monitor performance across all service areas, supporting continuous improvement and the development of smarter, more efficient working practices.

For 2025, a new report format has been introduced. This version provides a more detailed breakdown of the data collected, while retaining some of the visual graphs from the previous format.



Quarterly Performance Report

Estates & Stewardship – Lawley

(Q4 1st October – 31st December 2025)

Contents

Estates & Stewardship Performance Summary

Financial

Breaches

Alterations

Estate Management

Compliments and Complaints

Community Development & Partnerships

Estates & Stewardship Performance Summary

Maintaining Good Performance

Overall, the Lawley Estates and Stewardship team has had a good end to 2025, with positive performance reported across key areas.

These include;

- Finance
- Alterations
- Complaints handling
- Community development and partnerships

These are all performing well and in line with expectations. This reflects the commitment of the team in providing a high-quality service and maintaining the Lawley community to a great standard.

Areas of concern

There are three areas that are showing a need for improvement.

These include;

- Breaches
- Estate management
- Compliments

Further work needs to take place in closing recorded breaches; however, this has improved significantly this year.

There has been a noticeable lack of compliments recorded, which may reflect underreporting rather than a lack of positive feedback.

Due to the Christmas closedown period and the Caretakers being redeployed to support with clearing rubbish from a number of courtyards, their target for December was not met, which was largely out of their control. The remaining courtyard inspections have now been caught up and completed.

The team will continue to monitor these areas closely and take steps to address breaches more proactively and encourage the recording of resident compliments where positive experiences occur. The

Financial

No.	Measure	Quarter 4 2025					Trend	Target
		Oct 25	Nov 25	Dec 25	Q4 2025 (Average)	Q4 2024 (Average)		
KPI01	Community Charge collected against amount invoiced %	97.79%	98.21%	98.44%	98.15%	99.03%		98%
KPI02	Stewardship Charge Arrears (£)	£69,675	£41,165	£14,580	£41,807	£31,796		Report
KPI03	Stewardship Charge True Arrears (£)	£16,022	£12,967	£11,269	£13,419	£6,536		Report
KPI04	Number of households with accounts in arrears	144	125	102	124	79		Report
KPI05	Number of Direct Debits in place	1269	1265	1263	1266	1225		Report
KPI06	Number of cases with arrears action	30	40	30	33	23		Report
KPI07	Number of households in debt 1 year or over	23	19	19	20	7		Report

Performance measures, trends and targets

KPI01 The target for the Community Charge is to achieve 98% collection by the end of the financial year, which runs from January to December in Lawley. Progress towards this target should be tracked, with the trend of steadily increasing at each quarterly meeting, ultimately reaching 98%.

KPI02 The arrears represent the outstanding amount of the charge, including allocated Direct Debits and funds held by developers. Positive progress will be demonstrated by a consistent decrease in this figure at each quarterly meeting.

KPI03 True arrears are where no payment plan is in place, this includes debt from previous years. Positive progress should show a trend of steadily decreasing at each quarterly meeting.

KPI04 To show positive progress the number of households with accounts in arrears will show a trend of steadily decreasing at each quarterly meeting.

KPI05 To show positive progress the number of Direct Debits will show a trend of steadily increasing at each quarterly meeting.

KPI06 To show positive progress the number of accounts in arrears action will show a trend of steadily decreasing at each quarterly meeting. Any trends and patterns will be explained.

KPI07 To show positive progress the number of households in debt of 1 year or over will show a trend of steadily decreasing at each quarterly meeting.

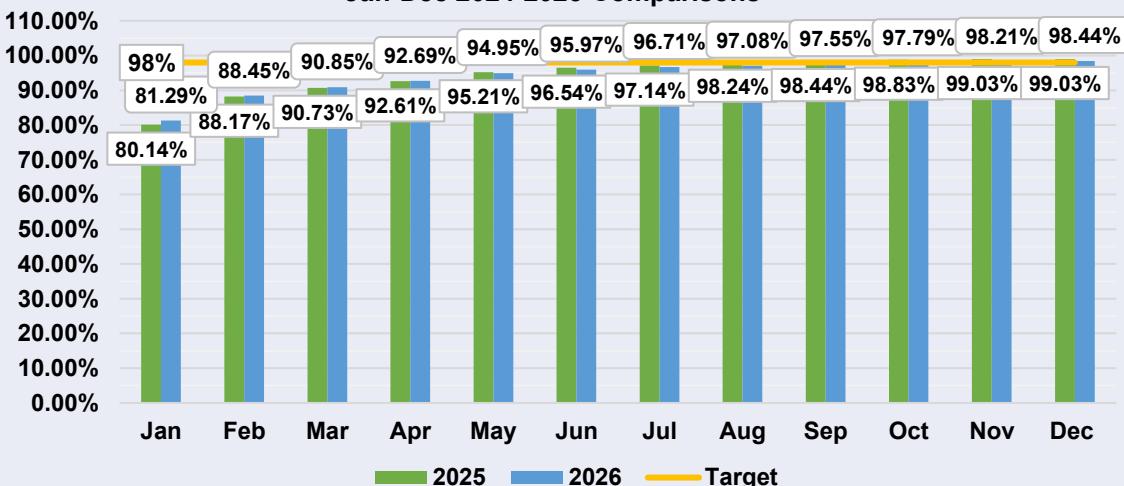
Performance commentary:

The target is to collect 98% of the Community Charge by the end of 2025.

Of the total Community Charge for Lawley Village of £723,503, £14,579.64, is currently outstanding and this includes allocated Direct Debits. True arrears of £11,268.72 is where no payment plan is in place, this includes debt from previous years. 1.56% of the amount due is outstanding. This means that the collection target of 2% was reached by the end of 2025.

The accompanying graph compares the collection performance between 2024 and 2025. This shows that the percentage of the Community Charge collected in early 2025 closely mirrors the same period in 2024, the trendline further highlights this.

Community Charge Collected %
Jan-Dec 2024-2025 Comparisons



As at the end of December 2025, there were 1263 direct debits in place in Lawley, showing an increase of 38 from the end of 2024 but a decrease of 5 from the end of Q3 2025 – the Income team will monitor this for any continuing trends as direct debits are the preferred method of payment.

Currently, 102 accounts are in arrears, with 19 of these carrying debt from previous years. This has reduced from 152 at the end of Q3 but has increased from 79 at the same time in 2024. The Income Team are monitoring the situation to see if this is an ongoing trend and will report at year end.

Of the accounts in arrears, 30 are undergoing arrears action, which was the same number at the end of September.

Households with a current arrears action in place, 16 at 1st Action stage, 8 at 2nd Action stage, 5 at 3rd action stage and 0 at 4th action (CCJ application stage), 1 at Charging Order stage. This is in line with expectations and follows less formal attempts to resolve the situation.

Stages 1 to 3 are letters requesting payment and explaining that should payment not be received then court action will be taken. At Stage 4 we apply to the Court via an online Money Claim system which initiates a civil claim against the debtor which includes the costs incurred by BVT for lodging the claim.

Financial

If performance is not currently on target, what are the reasons for this:

Financial performance is satisfactory.

If performance is currently not on target, what action are you taking to improve performance:

No further action is required; performance will be monitored.

Breaches

No.	Measure	Quarter 4 2025					Trend	Target
		Oct 25	Nov 25	Dec 25	Q4 2025 (Aver age)	Q4 2024 (Aver age)		
KPI08	Number of breaches of Design Guides reported (in month)	3	22	6	10	198		Report
KPI09	Number of Breaches closed (month)	8	18	6	11	121		Report
KPI10	% of Breaches completed on time	75%	94%	100%	90%	65%		Report
KPI11	Average number of days taken from date breach logged to full resolution	23.1	6.5	6.2	12	34.3		Report

Performance measures, trends and targets

KPI08-KPI11 reflect the activities of the Estates & Stewardship Team in addressing breaches of the Design Guide.

While all areas of the village undergo detailed formal inspections on a six-week rota, the Estates Officers also conduct daily walkabouts to identify and report additional issues.

The Estate Caretakers help monitor breaches as part of their routine responsibilities, visiting all areas of the village.

In addition, breaches may be reported by residents, customers, visitors, police, and partner housing providers. Issues are also identified during regular Estate Dates and Walk and Talks.

Performance Commentary

In Q4, 31 breaches were reported. The breaches reported in October mainly relate to minor garden standard issues, which have been effectively managed. On a positive note, breaches recorded YTD (228) are 25% higher than at this point last year (182). In November, 22 breaches were reported, marking a significant increase from October's 3 breaches. The majority (14 cases) involved fly-tipping in courtyard areas, while the remaining 8 related to garden standards. This surge suggests seasonal challenges and identifies key areas for concentrated efforts to maintain compliance during the winter period. In December, 6 new breaches were reported, showing a sharp reduction from November's 22 cases and marking one of the quietest months of the year. The majority of breaches related to fly-tipping (four cases), with one parking breach and one breach involving a possible vehicle-repair business.

Timelines are monitored to ensure that the causes of delays are addressed wherever possible.

If performance is not currently on target, what are the reasons for this:

Over time during Quarter 4, performance had improved across breaches.

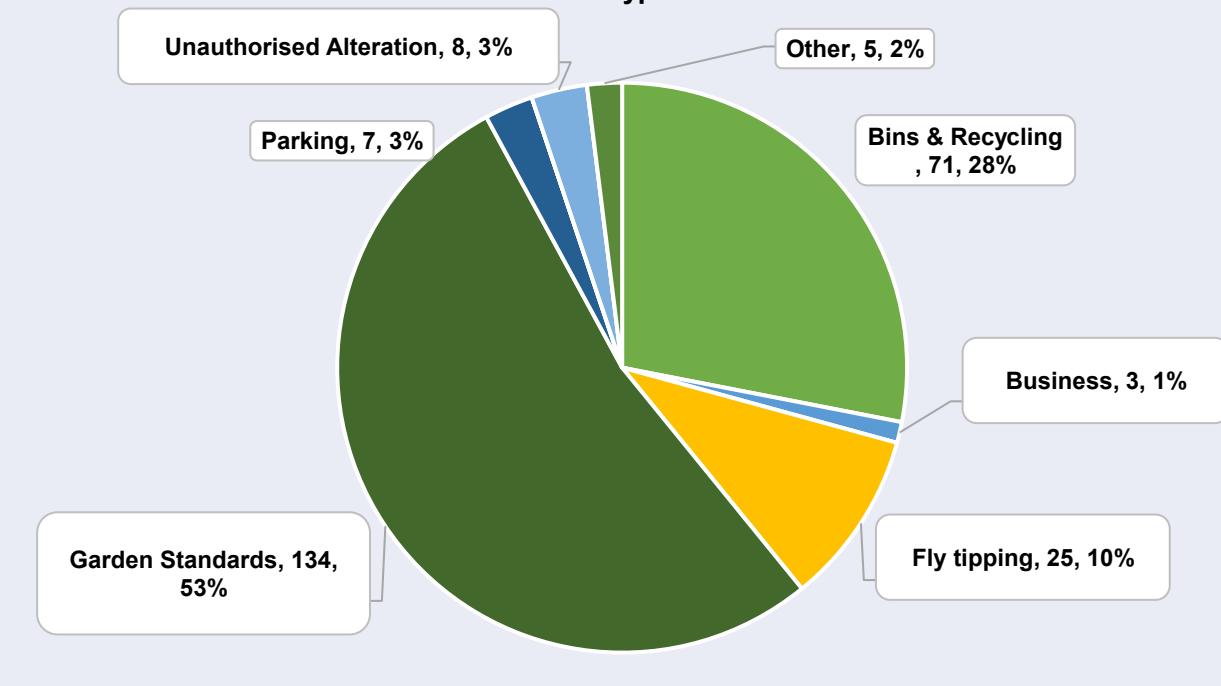
If performance is currently not on target, what action are you taking to improve performance:

Both Estate Officers are proactive and have made huge improvements in breach data throughout Q4, particularly around the percentage of breaches closing on time and the average number of days taken from the date the breach was logged to full resolution.

Number of breaches
January – December 2024-2025 Comparisons



Breach Type 2025



Alterations

No.	Measure	Quarter 4 2025					Trend	Target
		Oct 25	Nov 25	Dec 25	Q4 2025 (Average)	Q4 2024 (Average)		
KPI17	Number of alterations received (month)	7	7	5	6	91		Report
KPI18	Number of alterations in progress (month)	2	5	1	3	40		Report
KPI19	Number of alterations rejected (month)	0	0	0	0	11		Report
KPI20	Number of alterations withdrawn (month)	0	0	2	1	7		Report
KPI21	Number of alterations appeals (month)	0	0	0	0	2		Report
KPI22	Number of alterations completed on time (month)	6	7	7	7	59		Report
KPI23	Percentage of alterations completed on time (month)	100%	100%	100%	100%	100%		Report

Performance measures, trends and targets

KPI17-KPI23 measure the Estates & Stewardship Team's effectiveness in processing alteration applications in accordance with the Design Guide. Applications are expected to be completed within clearly defined timeframes: 4 weeks for minor alterations and 6 weeks for major alterations.

While there are no formal targets attached to these KPIs, performance is monitored, and the trend should consistently demonstrate that 100% of applications are processed within the required timeframes.

Performance Commentary

During 2025, a total of 107 alteration applications were received, 19 in were in Q4. This figure is lower than the number recorded by the end of Q4 2024 (91) – however, as the estate matures it is expected that residents will desire changes that will require alteration applications and so this trend is likely to continue to a new baseline.

In October, 7 new alteration applications were received in Lawley: 2 Energy Efficiency proposals, one for a garden building, one for garden landscaping, one for windows and doors, one retrospective application for a garden shed and one request for pre-application advice. In November, 7 new alteration applications were received: 3 Energy Efficiency proposals, 3 for a garage alterations, and one retrospective application for a conservatory. In December, 5 new alteration applications were received: 3 energy efficiency proposals, one doors and windows alteration, and one garage conversion application.

This performance reflects the team's commitment to timely and effective handling of alteration requests, ensuring residents receive decisions promptly while maintaining the integrity of the Design Guide. The most common alteration this year has been for green energy saving devices, such as electric car chargers, solar panels and air source heat pumps.

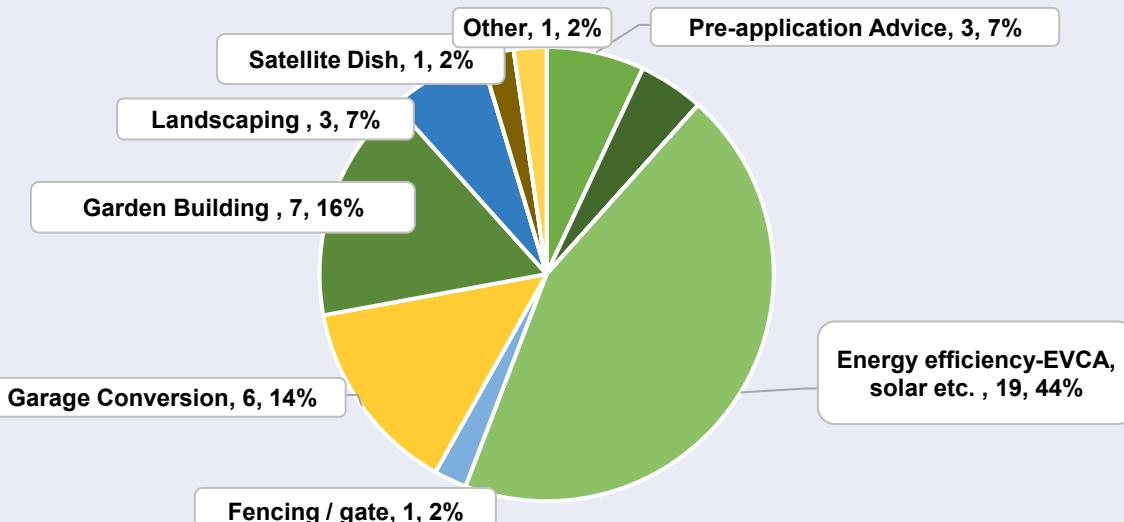
If performance is not currently on target, what are the reasons for this:
Performance for alterations is satisfactory.

If performance is currently not on target, what action are you taking to improve performance:
No further action is required; performance will be monitored.

Number of alterations received (month)
Jan-Dec, 2024-2025 Comparisons



Alteration Application Types 2025



Estate Management

No.	Measure	Quarter 4 2025					Trend	Target
		Oct 25	Nov 25	Dec 25	Q4 2025 (Average)	Q4 2024 (Average)		
Estate Management								
KPI12	Number of Estate Inspections Completed (month)	9	8	5	7	110		Report
KPI13	% of Estate Inspections Completed against target	100%	100%	100%	100%	100%		Report
KPI14	Number of courtyards completed against target (month)	83	82	37	67	Not collected		Report
KPI15	% of courtyards completed against target	100%	100%	58%	86%	100%		Report
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)								
KPI16	Number of RIDDOR reports in month	0	0	0	0	0		Report
Change of Ownership								
KPI28	Number of Instructions (month)	13	14	12	13	118		Report
KPI29	Number of Completions (month)	4	9	16	10	79		Report
KPI30	Number of in progress (month)	69	93	98	87	595		Report
KPI31	Number withdrawn (month)	0	0	0	0	4		Report
Transfer of Equity								
KPI36	Number of Instructions (month)	1	1	0	1	New 2025		Report
KPI37	Number of Completions (month)	0	0	0	0	New 2025		Report
KPI38	Number of in progress (month)	15	16	13	15	New 2025		Report
KPI39	Number withdrawn (month)	0	0	0	0	New 2025		Report

Performance measures, trends and targets

KPI12-KPI39 help us measure the success of the Estate Management including the estate checks, estate caretakers, accidents, and the change of ownership work.

Performance commentary:

Estate Checks

Estate Checks are conducted on a four-week cycle, ensuring that every area of Lawley is inspected. Each week, areas are assessed to maintain the upkeep, safety, and standards of Lawley. This approach helps ensure that no area is overlooked, and any necessary maintenance is promptly addressed.

In Q4, there was an improvement by the Estate Officers, when compared to Q3. Their targets were met month on month during the quarter demonstrating a consistent approach of monitoring of estate inspections was delivered.

Estate Caretakers

The Estate Caretakers follow a five-week calendar to ensure that each courtyard receives attention to keep the village, clean, green and safe.

In December, the Estate Caretakers completed 58% of their inspections. This was as a result of the caretakers being redeployed in November for one week to assist with clearing rubbish from courtyards and disposing of it in a hired skip. In addition, the Christmas closedown period at BVT was another contributing factor that meant the Caretakers could not complete all of their inspections. The remaining courtyard inspections have now been caught up and completed.

RIDDOR

(Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reports in 2025. There have been no RIDDOR during Q4.

Change of Ownership

New instructions have maintained the same figure in Q4 2025 compared to Q3 2025. Completions had an uplift in Q4 2025 (29) when compared to Q3 2025 (10).

Transfer of Equity

Transfer of equity is when part or all of the freehold of a property is passed to another party. For example, when someone get married or divorced. This was a new KPI for 2025. In Q4 there were 2 instructions.

Enfranchisements

Enfranchisements have been added as KPI for the whole of Estates & Stewardship, however Lawley does not deal with these as the leases on the leasehold properties still have many years left.

If performance is not currently on target, what are the reasons for this:

Due to the Christmas closedown period and the Caretakers being redeployed to support with clearing rubbish from a number of courtyards, their target for December was not met, which was largely out of their control.

If performance is currently not on target, what action are you taking to improve performance:

The remaining courtyard inspections have now been caught up and completed.

Dissatisfaction, complaints and compliments

No.	Measure	Quarter 4 2025					Trend	Target
		Oct 25	Nov 25	Dec 25	Q4 2025 (Average)	Q4 2024 (Average)		
KPI24	Number of expressions of dissatisfaction received (month)	0	0	1	1	8		Report
KPI25	Number of formal complaints received (month)	0	0	0	0	5		Report
KPI26	% of formal complaints responded to within target time (month)	n/a	100%	100%	100%	100%		Report
KPI27	Number of compliments received (month)	0	0	1	1	0		Report

Performance measures, trends and targets

KPI24-KPI27 monitor how the Estates & Stewardship Team handles community feedback, including expressions of dissatisfaction, formal complaints, and compliments.

These indicators help assess both the volume of feedback received and the effectiveness of the team's response and communication.

Performance Commentary:

Expressions of Dissatisfaction

1 expression of dissatisfaction has been received regarding the timeliness of the sales process.

Formal Complaints

No formal complaints were recorded.

Compliments

One compliment was received during this period where an organisation thanked BVT for making them feel welcome at the Community Hub.

If performance is not currently on target, what are the reasons for this:

While the team performs well in addressing issues and complaints, there is currently a shortfall in consistently recording compliments received. This impacts the overall performance related to positive feedback.

If performance is currently not on target, what action are you taking to improve performance:

Performance will be closely monitored, and steps are being taken to encourage and ensure the active recording of compliments. Team members are being reminded of the importance of capturing positive feedback.

Community Development & Partnerships

No.	Measure	Quarter 4 2025				Trend	Target
		Oct 25	Nov 25	Dec 25	Q4 2025 Average		
KPI46	Number of community volunteers in our community places (in month)	3	4	19	9		Report
KPI47	Number of voluntary hours in community places (in month)	9	12	56	26		Report
KPI48	Number of BVT involved residents (in month)	8	8	8	8		Report
KPI49	Number of organisations using community places (in month)	11	20	14	15		Report
KPI50	Total occupancy rates for BVT community places % (in month)	7.50%	9.10%	5.80%	7.47%		Report
KPI52	Number of young people engaged in youth activities (in month)	79	83	270	144		Report
KPI53	Number of older adults taking part in social activities across neighbourhoods (in month)	68	113	162	114		Report
KPI54	Number of residents/ service users involved in formal/ informal consultation groups (in month)	285	8	8	100		Report
KPI55	Number of community groups or organisations supported (in month)	49	50	50	50		Report
KPI56	Number of partnerships maintained (in month)	118	119	120	119		Report
KPI57	Number of BVT hosted community involvement community events & activities taken place (in month)	13	12	8	11		Report
KPI58	Number of external community partnership events & activities that BVT have attended or supported (in month)	1	3	4	3		Report
KPI159	£ social value generated through community development activities (in month)	£1,141,113.00				Report	

Performance commentary:

Overview of changes to indicators:

For 2025, the performance indicators related to community development and partnerships have been revised, with updated definitions and parameters to better reflect current priorities and activities. Several new indicators have also been introduced.

Community volunteers and committee members:

These were previously reported under a single indicator but are now recorded separately to provide greater clarity and accuracy.

Hub footfall: The previous footfall measure has been replaced with a more meaningful occupancy rate, offering a clearer picture of the facilities use.

Performance is improving, but there is a dip during school holidays due to the preference of term time bookings.

Older people taking part in social activities

This is collected by activities in the older people's homes and tracks the number of older individuals participating in social activities, supporting better engagement and planning.

Revised partnership indicator:

Instead of total partnerships, the focus has shifted to the number of partnerships maintained monthly, providing a better view of ongoing collaboration.

New event-based indicators:

Two new indicators have been added. Number of events and activities hosted by BVT and number of external events and activities attended by BVT

New social value indicator:

We surveyed the participants of the National Memorial Arboretum trip. The results were extremely positive. We included questions from the HACT social value calculator and satisfaction measures. There was a 97% satisfaction rating for trip and a 9.7 of 10 rating for this contact with BVT.

If performance is not currently on target, what are the reasons for this:

Overall performance is good with the community development and partnerships,

If performance is currently not on target, what action are you taking to improve performance:

Efforts to improve occupancy at the Community Hub are ongoing. Marketing will focus on boosting bookings.

Lawley Management Committee	
Date	3rd February 2026
Item 9	Community Development & Partnership Report
Author	Lin Powell Community Development & Partnerships Officer (CD&PO)
Contact Details	lindseypowell@bvt.org.uk



1. Purpose of Report

The purpose of this report is to inform Committee about the Community Development and Partnerships activities undertaken in Lawley during Quarter 4 of 2025.

2. Recommendation

Committee is asked to **Discuss** and **Note** the contents of this report.

3. Link to Strategic Aims, Objectives and Values

The delivery of Long-Term Stewardship in Lawley Village works towards the BVT corporate aims:

- Place-shaping
- Community building
- Championing people
- Providing great homes
- Inspiring learning and sharing
- Building Organisational Strength

It also reflects BVT's core values of **Partnership, Fairness, Quality, Integrity and Innovation**.

This report aligns with the BVT 2023-2032 Corporate Plan measures of success by demonstrating how the team delivers services and creates opportunities that support these aims. The recent examples provided below of the initiatives and activities in place, highlight how we deliver the six core aims and demonstrate the strategies we use to promote the BVT values in our shared Lawley vision. These examples also demonstrate how we are fulfilling the commitments outlined in Section 6.3 of the Long-Term Stewardship Agreement.

4. Financial Impact

While detailed financial reporting is provided elsewhere in the Committee papers, this report indicates where spending from the Community Charge budget has occurred. Grant giving activities are also detailed in this report and within the budget reports.

5. Value for Money Impact

The activities presented in this report will demonstrate to Committee that the team is working efficiently, effectively and in line with the community charge budget. Value for money (VFM) can be assessed by reviewing grant funding received, collaborative projects and the personal impacts made on our residents. The team always operates within BVT's financial standing orders rules and always seeks VFM in all activities.

Grant giving through the Eileen Hewer fund is authorised by an LMC sub-group, which ensures grants are awarded in line with policy and offer value for money for Lawley Residents. This is summarised in Action 11.5. The report outlines the approach of pooling funding and resources with partners so we can offer more VFM for community activities.

6. Risk and Assurance Impact

Committee oversight of the BVT Lawley's activities reduces the risk of brand damage occurring, as outlined in the BVT Lawley Risk Register (serials 1, 3 & 5).

7. Compliance with Relevant Legislation and Regulation

The Estates & Stewardship service is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards; however, we work towards these standards as the overall work of BVT as a registered housing provider, delivering a tenure neutral Estates & Stewardship service in Lawley Village.

Community activities are carried out in compliance with licensing, GDPR, safeguarding regulations, and best practices.

8. Equality, Equity, Diversity & Inclusion Impact

As stated in the BVT Equality, Diversity & Inclusion Policy, BVT encourages and supports all residents to take an active part in the community, believing that positively engaging with people from diverse groups contributes towards continuous improvement of the services we provide.

9. Customer Voice and Impact

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the broader resident community to bring the customer voice into all decisions made by the committee and ultimately delivered by BVT in Lawley.

This report relates directly to the spend of the Community Charge that residents contribute to, and the team are constantly aware that any money spent is simply held in trust by BVT and must be for the benefit of the community in Lawley.

Where relevant, this report also summarises engagement with less formal groups of residents, such as BVT Sounding Group, Lawley Armed Forces Network and discussions held with individual residents at events.

10. Partnership Engagement

During Q4 of 2025, the team engaged with the following groups and partners (this list is not exhaustive and is in no particular order):

- West Mercia Police (WMP)
- Telford & Wrekin Council (TWC) – Planning, ASB/noise, environmental, highways etc.
- Lawley Community Consortium (LCC)
- Lawley Running Club
- 3x Lawley Schools
- Lawley Scout & Guide Groups
- Shropshire Wildlife Trust
- Citizen's Advice
- Ironbridge Lions

- Lawley & Overdale Parish Council (LOPC)
- Sanctuary Housing Association (Lawley Bank Court)
- Wrekin Housing Group
- Sandstone Care (Telford Hall)
- Lawley Village Developer Group
- Homes England
- Morrisons
- Local businesses in Lawley Square
- Lawley & District Women's Institute
- Armed Forces Covenant
- RAF Cosford
- Lawley Pharmacy
- Telford Steam Railway
- SEND IASS
- Telford Methodists
- Lawley Village Line Dancing Club

An example of partnership working is the close working relationships with Lawley & Overdale Parish Council (LOPC), BVT Lightmoor, and Telford and Wrekin Council (TWC), which has resulted in increased opportunities for residents at a lower overall cost to our activities programme.

We have pooled our funding with LOPC and TWC for our main anchor events: Summerfest, Lawley 5k Fun Run, and the Lawley Christmas Fayre. This provides value for money and allows us to expand our offer in other areas and provides a diverse range of opportunities to further develop and support the community.

11. Community Report

The Community Development and Partnership Officer (CD&PO) continues to work closely with many local groups, partners and individuals to ensure that the community in and around Lawley thrives and remains a highly desirable place to live and work. We have seen significant new interest this quarter that has stemmed from the Community Coffee Morning networking events and the virtual noticeboard, which continues to be successful.

The report can be found in **Appendix A** and consists of the following sections:

- 11.1 Outreach
- 11.2 Partnerships
- 11.3 Events
- 11.4 Networking
- 11.5 Eileen Hewer Community Fund
- 11.6 BVT Corporate

The Community Report is structured using our Community Development and Partnerships Strategy Threads, which can be seen in **Appendix B**.

Appendix A – Q2 Communities Report

11.1 Outreach

- Regular Bookings & Outreach Services** – Several organisations, businesses, and community groups are continuing their bookings at Lawley Community Hub. This provides local access to valuable support avenues for our residents - particularly useful for those with limited mobility and is an additional source of income for the hub. These organisations include; Armed Forces Covenant, Citizens Advice, SEND IASS, Lawley and District Women's Institute, and BVT Tenants' Surgeries.

We have successfully started new drop-in services and outreach from Shrewsbury Bereavement Group, who have worked with us to open a Telford branch, and from Family hubs, who support and advise parents. Empowering partners and stakeholders within the community to identify and provide opportunities for our residents, promotes our Community Building aims and supports the wellbeing of individuals.

Fran, who runs the Expecting Antenatal classes, has closed down her franchise at the moment to complete a Masters degree. She thanked BVT for the use of the space at the hub and we wish her every success.



- Community Coffee Morning** – This quarter's event was held on Thursday November 27th 10.30am-12pm, with many partners engaging and attending for the networking opportunities. It serves as excellent publicity for the hub space for hire and community engagement. This quarter we had representatives from: TWC Family Hubs, Read Easy, Lingen Davies Trust, Housing Group Plus, Eatwell, PODs, Telford and Wrekin Council, Community Resource and Healthwatch. We had compliments from partners about the warm welcome they received at the hub and the impact of the contacts created while networking.



- **Armed Forces** – These drop-in sessions have been gaining popularity and there are some regular attendees who have become familiar faces at the monthly Friday meetings at the hub.

Case study - Two residents and the armed forces TWC rep attended for the last meet before Christmas. One lady who attended usually comes with her husband (who was absent this time), and have been participating for several months now. She was discussing with the others how useful these sessions have been for them and how it has helped stop them feeling so isolated. Before engaging with veteran's support, her husband did not leave the house, and she was describing the change in their lives now. They visit all the drop-ins from lots of areas and he really enjoys socialising. She also feels seen from a carers perspective and it offers some respite for her in supporting complex PTSD by having people who understand their situation to talk to. This is an example of a session with low attendance that has a high impact for individuals.



11.2 Partnerships

- **Lawley Community Consortium (LCC)** – The consortium met in September with the partners. In addition, a business case has been submitted from the Parish Council (LOPC) for our combined anchor events in Lawley for 2026. BVT match fund the major events (Summerfest, 5k Fun Run and Christmas) along with LOPC and LCC. A grant of £10,000 has been successfully awarded to the Parish Council from LCC for next year's activities that we will collectively fund and deliver.

The consortium has asked for some feedback on the year's events as we have had a grant with LOPC to match fund them. Simon Bailey, Deputy Parish Clerk, will be completing the monitoring forms for the grants.

- **Funding streams and fundraising** - Following the delivery of many successful partnership events throughout the year, a review of the funding pooling with partners has been conducted to analyse match funding and demonstrate value for money in our continuing partnerships. Appendix C shows funding pooling and collaborative partnership events spending analysis, by working with our partners we have maximised the opportunities offered and saved both money and resources.

The figures show comparisons of the projected and actual costs for major events that we contribute towards from the BVT Community Development funding stream of the community charge budget in Lawley. Analysis of the match funding data demonstrates value for money and building financial strength in our organisation. Aligning our priorities and approach with our partners avoids repeated or conflicting initiatives and also brings new ideas from partners.

There is also commentary on other funding sources from partners, including grants and donations from other funding streams. The amounts raised for charity from these events are indicated also.



- **Formal/informal consultations** - Residents and service users in Lawley have been involved in formal and informal consultation activities using a variety of approaches. We have completed surveys and shared third party consultations including assisting:
 - BVT initiatives for tenants and the Birmingham Communities Team.
 - Post-event surveys for event participants for the arboretum trip and for the Christmas event.
 - Aiding Lloyd's Banking Funding with their good and fair employment survey.
 - Supporting Healthwatch with their veteran's healthcare survey as requested by our local MP Shaun Davies.

In addition, in terms of consultation with residents, it is worth noting that since the release of the updated design guide, we have had no appeal hearings, so our number of consultations has decreased for a positive reason this year due to clarity of communication and clear rules.

- **Engagement** - Partners continue to engage with us through the Eileen Hewer Fund, walk-ins at the hub, outreach services, the virtual noticeboard and community events. We are planning to develop a Community Contacts Database to make a searchable resource in the future. This is a large-scale task, as we currently working with 50 community groups and 120 partnerships.

Throughout the year, we have been tracking the walk-in enquiries from residents at Lawley Community Hub to gain oversight into the type of enquiries and their frequency. See the following table:

Month 2025	Enquiry Topics 2025
	Each month we have had residents drop-into the hub to enquire about:
July	Church contact details, alterations, bus timetables, bin emptying schedules, TWC development consultations, street champions, leases on Bryce Way, dog waste on the pavements, parish information and other subjects.
August	Sewage leakage and developer help, dog nuisance barking, alteration applications, grass cutting enquiry, visit to tenants surgery for ASB advice, management pack information, general information about local area, documentations and contact details, bins in the square, offroad bikes, Lidl development, event sponsorship, vouchers for local businesses, room hire at hub, Homes England hedges, street champions, dog poo bags from LOPC, community centre consultations for LOPC, and the bereavement group.
September	Bereavement group times, to use the Wi-Fi to study for exams, for LOPC community centre consultation x3, use the little lending library in the hub for children's books, access family hubs services, citizens advice, grass cutting, alterations, community activities.
October	Christmas food bank project, neighbours guttering problem with landlord, contact with the neighbourhood coordinator at the surgery, query about shared ownership, query about apartment block keys, reporting overgrown trees, tickets for the LOPC senior's Christmas dinner, grass gutting estates enquiry, shared ownership sales, management packs, citizens advice locations, housing related enquiry, use of the hub as a safe space and then welfare check from police, enquiry about parking ticket in disabled bay.
November	Retrospective alteration permission, reporting damage to wall in courtyard, management sale pack query, community singing group concert, grant funding, foodbank delivery, guest parking in courtyards, Dawley Allotments for printing, parking issues, information about property transfers, courtyard lights, management pack further information, community events for youths.
December	Vermin control, activity enquiries, printing request, community groups available, fly tipping, social housing lets, work experience, displaying leaflets, local businesses, sale management packs, change of ownership.

- **Virtual Noticeboard** - We have completed the transition from a pdf to Microsoft Sway, with excellent feedback from partners following consultation. We have also informed and consulted up to 279 people monthly via the virtual noticeboard, throughout the year to assist partners in sharing events and activities with residents.
- **Community Connectors** – As part of a strategic approach to collaboration, we have been networking with partners and increasing our contacts base by the Community Connectors meetings and working with Community Resource. Leadership of the Southeast branch has changed, and we are waiting for the new dates for the next meetings in 2026.

- **Businesses & Sponsorship**

- **Barratt Homes and David Wilson Homes** – One of our developers has engaged with us, pledging funding for an activity to support veterans and members of the armed forces community in our area. They confirmed funding of up to £1180 for an excursion to the National Memorial Arboretum in October. This was requested by members of our Armed Forces Network who live in Lawley. The trip took place and cost £829 total, which they funded. A photographer was sent to meet the trip on site and a press release created afterwards.
- **Lawley 5k Fun Run** – Previous sponsors have generously supported the event this year; Lawley Pharmacy, Telford Hall, Lawley Bank Court and Foden Solicitors. We also had engagement from Anytime Fitness providing instructors for the warm up activities and an independent physiotherapist.
- **Lloyds funding** – We have been networking with a community funding representative who works on social projects in areas of need across the local community. We are collaborating on shared themes of employability and elected home education, currently across Telford and then moving into the Midlands. AT and EL met with them to discuss a business stakeholders' network in the Midlands, similar to the Telford set up. We represented our residents and BVT at an Employment Seminar with a local network of partners facilitated by Lloyd's Foundation, to support good and fair employment. This included collaborating with other local housing associations, employers and community partners.
- **Charitable endeavours** – Hickory's Smokehouse in Priorslee contacted us about helping to facilitate a Christmas charity project. Rachel, a Lawley resident who is a chef at Hickory's, asked us to become a drop-off point for advent calendars that were given to the food bank. We supported their project and offered this to our partners.



11.3 Events

- **Baby Loss Awareness Support** – A local resident has reached out to us to do baby loss awareness events in previous years. She has also set up a support group in Lawley for parents affected. This year we had a coffee and chat drop-in where families attended. Two of the families that met through the event, have become friends and now have both had new babies at the same time, the families continue to support each other. Residents are now going to attend the BVT Baby Weaning course in November. The willow heart created displays the memorial ribbons from the services that families added for their babies, this is displayed in the hub and this year new ribbons were added.



- **Online events** – We have been trying a new approach to positive engagement this year, including Halloween and Christmas online engagement competitions. Halloween event generated one submission from residents participating in the competition. There has been limited interaction throughout this trial of the new strategies in 2025. A resident decorated one of the living Christmas trees and we shared an invitation on social media for others to do the same if they wished. This received very good positive engagement.



- **National Memorial Arboretum coach trip** – Took place on Saturday 11th October with 31 participants. Those who joined us had an excellent day and enjoyed the trip very much. One of the attendees found their regiment memorial, which was also their father and grandfather's before them. There were some other special and personal moments of the day, including people paying silent tributes to fallen family and friends at the memorials. It was also wonderful to have many single older residents with us, who could join the group for companionship and not have to drive themselves. We would not have been able to run this trip without the generous support from Barratt and David Wilson Homes. The Arboretum is a very special place and was moving for so many reasons, particularly to our veterans. It was a great trip for our community. A follow up survey was sent to the participants who were very satisfied with the trip. A social value case study was completed with feedback and photos of the day, see Appendix D.



- **Remembrance** – Sunday 9th November a remembrance service was held for the community by the war memorial, Matt Gabittas from Lawley Management Committee laid the wreath on behalf of BVT and LMC. Members of our Armed Forces Network were invited for wreaths and readings and the public attendance was excellent as usual, it continues to be an important theme for our residents, given the significant number of military connections our families have.



- **Baby-weaning event** – A community workshop was held on 6th November by the Eatwell Team at the Hub. One couple attended with their baby and talked with Jaki about healthy eating and when to introduce baby-led weaning. Some of the safety concerns around choking were addressed and advice given on the latest up to date guidance, potentially with lifesaving implications. The session was offered free of charge from the service and our BVT contribution was use of the bistro area of the hub space, we can sometimes offer this space free of charge during normal working hours as the hub is already staffed.



- **Christmas Fayre** – The annual Christmas event was successfully delivered with our staff and community partners. Attendance was 400+ from the local community and verbal feedback was very good. We created a feedback survey like we previously did for Summerfest but responses to this one were limited. The school PTFA raised money doing the refreshments stall, we had a Christmas makers-market with local businesses and the crafts for children was very effective. Telford First Responders provided Santa's helpers for a donation, and they have decided to continue doing this as a fundraising endeavour in future. The local MP Shaun Davies attended and met residents. We did have some issues with parking which we worked together to manage.



- **Church Group Lanterns and Carols** - Telford Methodist Circuit successfully delivered a community carol service and lantern walk with assistance from BVT, we supported with risk assessments and licenses. On Saturday 13th December, 50 people attended the event which was also supported by Lawley Walkers volunteers as marshals and ended at St John's church for a service. Excellent partnership working provided this opportunity for an area of the village to be included in celebrations, this followed on from their summer Pop-Up and Play sessions.
- **Anchor Events** - Funding has been confirmed for next year from LCC with a £10,000 grant awarded for the three anchor events in 2026, which include Summerfest, the Lawley 5k Fun Run and the Christmas fayre. The timings of the day for Summerfest have been amended to 1-7pm from 1-9pm, following feedback from stakeholders. We continue to work strongly in partnership with LOPC to deliver these well-loved community engagement events.
- **2026** – Joint planning sessions for communities and communications officers are being held soon and also collaborative planning workshops with LOPC for partnership events are happening in January.

11.4 Networking

- **BVT Sounding Group** – We are looking to develop and relaunch this group in 2026, the aim is to present a combined offer for engagement activities depending on the residents' preferences. This will be combined with opportunities for Lawley Management Committee elections, the Communications Forum and our networks. One idea is to employ pop-up consultations for pending estate's themes that occur.
- **Communications Forum** – Residents attending previous meetings discussed the website and made valuable suggestions for improvements and useability; these website changes have now been implemented. The meetings for 2026 have been scheduled and January will provide opportunity for residents to discuss the community charge letters and community activities.
- **Youth Forum** – The Youth Club is provided by 4all.foundation with LOPC in Lawley. They have now engaged with us for support; this is positive progress as they previously have been funded solely by the parish council. They have submitted a successful Eileen Hewer application for sports equipment and agreed, which was

agreed by the EH panel in December, and have committed to investigate joint projects for the future. In addition, the TWC, Urban Games programme and activities have continued to run in school holidays.

- **Lawley Armed Forces Network** – This network has been very active in the area this year due to the new drop-in services and some targeted events. BVT signposting services and being ‘armed forces friendly’ has generated contact from both Shaun Davies MP and Al Carns Minister for Veterans, on working with us to support veterans in Telford. We have also shared a Healthwatch veterans survey, offered invitations to events and had a visit to the drop in from Community Resource who are setting up support for serving personnel. Whilst remembrance events always continue to be popular in Lawley, the 80th Anniversary of VE day commemorations and the veteran’s arboretum trip have generated renewed interest in the network.

A notable success story is of a Lawley resident, Andy, who has a young family and attended our coach trip. Andy is a serving member of the Armed Forces, he expressed an interest in developing the network, he then brought colleagues to the hub drop-in to meet veterans, did a reading at our remembrance service and consulted with Community Resource to raise awareness of their support services at his base. It is often difficult to bridge the gap between people currently serving and those who have left the forces, so this was an excellent result for our community.



- **Lawley Village Green Group** – We are reviewing plans for this to become more of a network than a group, which works on projects. Partners include Climate Action Hub, Transition Telford, Leegomery Community Allotments, Telford Repair Café, TWC Reuse events, Good Food Partnership, Terracycle and others.

In addition, a local resident is looking to do a planting project in the new year for a living wall. Lawley Community hub is also used as micro-recycling centres for printer cartridges, coffee pods and spectacles.

- **Lawley Arts and Crafters Network** – We have had a variety of creative interests from the community in Lawley in this quarter.
 - Residents are busy knitting angels for the Angel Hope project across Lawley over the Christmas period, these are distributed by the parish.
 - We have been in contact with Lingen Davies trust who run cancer support group activities including crafts, possible use of the hub with a provider and offered space to display work.
 - We have been working with creation station and Barnardo’s to offer craft sessions at the Christmas fayre that are free for children who attended.
 - The mystery knitters from Needles and Gins who meet in Lawley, continue to create community spirit with their themed post box toppers.



- **Volunteering** – This year we have been celebrating our volunteers with 'Cheers for Volunteers' certificates and a volunteer garden party at Selly Manor Museum. In the coming year, we will look to raise awareness of opportunities for people to volunteer at community events.



- **LMC Away Day** – This was a strategic planning meeting for 2026 with the committee members and reflection on 2025 performance and progress at the hub. This was a productive opportunity for the Estates and Stewardship Team and BVT Management to spend time with committee members who provided valuable insight and feedback on services. Previously these away days have been held at hotel venues, use of the hub has drastically reduced the cost of these meetings.



11.5 Eileen Hewer Community Fund Grants 2025

From previous quarters:

- Citizens Advice received their £2000 grant to deliver sessions at the hub this year.
- A refund was issued from the old Lawley Youth Group following their closure. £600 is being returned to BVT. It was suggested that this sum has been held in trust for future youth work projects or activities, this has now been spent on the summer holiday activities programme.

- Lawley Scout Group have not claimed the remained of their grant since moving venues currently claimed £1344 out of £1960.
- Telford Steam Railway application for £2000 was approved via email after quotes were provided. However, Telford Steam Railway have now changed suppliers, so we are waiting for the most up to date quote before releasing the payment.

In October, Anta Education Grant presented a final proposal, and this was approved via email by the panel, with a cap of one course per person and a maximum of £200 per person, with a total of £2000. They have had two Lawley participants apply or courses and we have paid out £350 from their grant; the rest will carry over into 2026. The second application from Anta for a school's project was deferred by committee.

Several enquiries and applications have come in during this quarter, the EH panel met in December to discuss the applications.

- Lawley Running Club has a grant for £570.03 approved for updating their PA system. We have offered them the community PA system, and they are going to investigate this.
- Lawley Youth Club had a grant approved for sports equipment for £1181.36.
- SEND IASS applied for funds for room hire at Lawley Community Hub. Committee agreed to waive the fee for them instead of paying out the grant and then accepting it back, to the value of £388.80.
- Community Resources applied for £2000 for a Hearing Hub in Madely, committee deferred this application with a request for more information.
- Lawley Primary applied for £2000 for match funding for staff training to implement 'Theraplay' teaching in a whole school approach, this was awarded.

As a large volume of applications were received in December, some of the payments may fall into the 2026 budget. Total spent for 2025 is currently showing as £7264.16. Balance left £17,735.84 Here is a summary of what has been allocated and approved.

Date	Group	Awarded	Paid out
Jan-25	Lawley Scout Group	1960.00	1344.00
Jan-25	CAB	2000.00	2000.00
Sep-25	Anta Employment £2000	2000.00	350.00
Sep-25	Anta Schools Deferred		
Sep-25	Telford Steam Railway	2000.00	0.00
Dec-25	Approved - Running Club £570.03	570.03	0.00
Dec-25	Approved - Youth Club £1181.36	1181.36	1181.36
Dec-25	Approved - SEND IASS £388.80	388.8	388.8
Dec-25	Pending - Hearing Hub £2000	Deferred for more information	
Dec-25	Approved - Lawley Primary - £2000	2000	2000
Total EH spend for 2025		12100.19	7264.16
Max EH allocated for 2025		25000.00	25000.00
EH Balance projected		12899.81	17735.84

11.6 BVT Corporate

Satisfaction and social value – We are continuing to report social value by completing surveys and creating case studies using the HACT indicators. These reports contribute to a business-wide profile of added value as financial approximations from community initiatives that benefit residents. Appendix D contains an example of a completed report with the outcome target calculations included.

In October, we surveyed the participants of the National Memorial Arboretum trip. The results were extremely positive. We included questions from the HACT social value calculator and satisfaction measures. The estimated added value from those completing the survey was £68175. There was a 97% satisfaction rating for trip and a 9.7 out of 10 rating for this contact with BVT. In addition, see social value report attached in Appendix D for detailed analysis of this event.

Here is a summary of the social value reporting for Lawley conducted in 2025:

Reporting Year	Name of project	Cost of Project	Calculated social value
2024	Development of individual resident through Get Involved activities with BVT Lawley	£ 0	£ 72,541.00
2025	Development of student through Work Experience Placement with BVT Lawley	£ 0	£ 21,787.00
2025	Summerfest Event Lawley	£ 16,200.00	£ 854,104.00
2025	Animal Assisted Intervention with Older Adults	£ 0	£ 124,506.00
2025	Arboretum Trip for Lawley veterans	£ 829.15	£ 68,175.00
Total		£ 17,029.15	£ 1,141,113.00

BVT125 anniversary – Throughout the year we have been participating in projects for the BVT 125 anniversary in 2025. Photographs from events collected will help us in completing a BVT125 photo collage to celebrate our 125th anniversary and will be displayed in the hub, see the image that follows.

These photos and more can be viewed in video format also:

Video of 2025 events – internal BVT use (including LMC) only

https://www.canva.com/design/DAG38B59Qco/FqeqlUZtkU4M7w8beu3R9A/watch?utm_content=DAG38B59Qco&utm_campaign=designshare&utm_medium=link2&utm_source=uniquelinks&utm_id=ha82f36b2bd

BVT125 Collage:



CNC reporting – Examples of how we meet the BVT aims and values are reported to the Community Neighbourhood Committee for communities in Birmingham for the trust. These are shown in the following slides featuring examples of championing people and community building.

Veterans Coach Trip to National Memorial Arboretum

Knowing our residents

Our armed forces families, and particularly the veterans, asked for a coach trip to visit the arboretum and see the memorials. We sort sponsorship from Barratt and David Wilson Homes, who generously offered £1180 to fund the trip including the land train, which was excellent for our disabled residents.

Veterans found their regiments and people made new friends on the trip. It was also nice to see several older residents attend alone, when they would not have been able to get there otherwise.



Our veterans and Armed Forces families travelled on the land train as a group and made new connections.



John visited with his wife and went to pay respects to those he served with.



Donald found his regiment memorial, which is also that of his father and grandfather

Championing People in Lawley New Outreach Services

Lawley Community Hub
Connect. Develop. Engage.



Family Hub and Eatwell
Regular new drop-ins have been created to support local families and we are planning a Baby Weaning course.



Telford Bereavement Group
A new service to support those who have lost loved ones, this is run by volunteers and has grant funding.



We listen to those in our community to appreciate what they would like to happen and any support that is needed.

Community Building in Lawley with our local partners



A major tool utilised in our approach to community building is networking. By putting organisations and groups together with shared goals, we empower our communities and save resources by combining funding/staffing. This is a case study of how knowing your local partners and their needs can lead to great new initiatives in the community.



1 BVT joined the Shropshire Community Connectors network with Community Resource. Many organisations are looking to expand from Shrewsbury into Telford. Here we met Kate from Shropshire European Organisation, a group that support people from different cultures and nationalities working across the county.

2 BVT host a popular quarterly networking event, the Community Coffee Morning, where partners meet at the hub to get to know local offers and share ideas. We introduced Kate to many of our partners from across Lawley and Telford, including Mark from the Telford Steam Railway at Horsehay (which connects to Lawley via the railway).

3 Shropshire European Organisation were looking for a Telford base to open cultural café and Telford Steam Railway are a charity with a tearoom that is empty midweek and they are looking for income. By introducing Mark and Kate, they worked together to open the café. When people meet to share foods, they also connect with other services, such as translation and DV support.

Community Building in Lawley Helping Local Groups



We have been engaging with one of our local church networks to reach out to people and reduce isolation and loneliness.

Telford Methodist Circuit have been doing regular listening services at the hub, but they asked us for help with their ambitious plans for this summer!

During the six weeks holidays, they have utilised BVT community open space at Smallhill Park to create a weekly 'Pop-up and Play' outdoor café. This had an excellent response from the community.

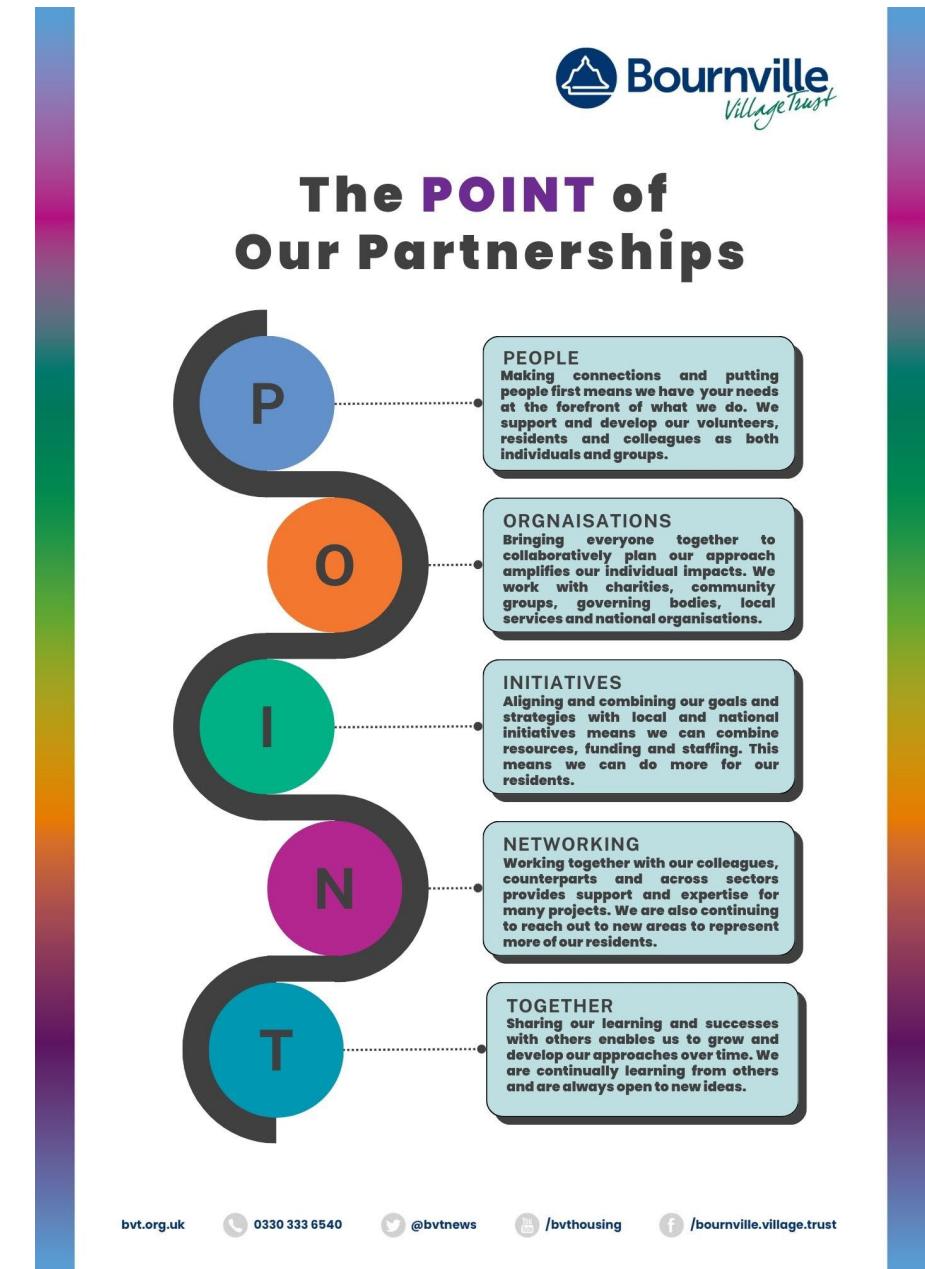
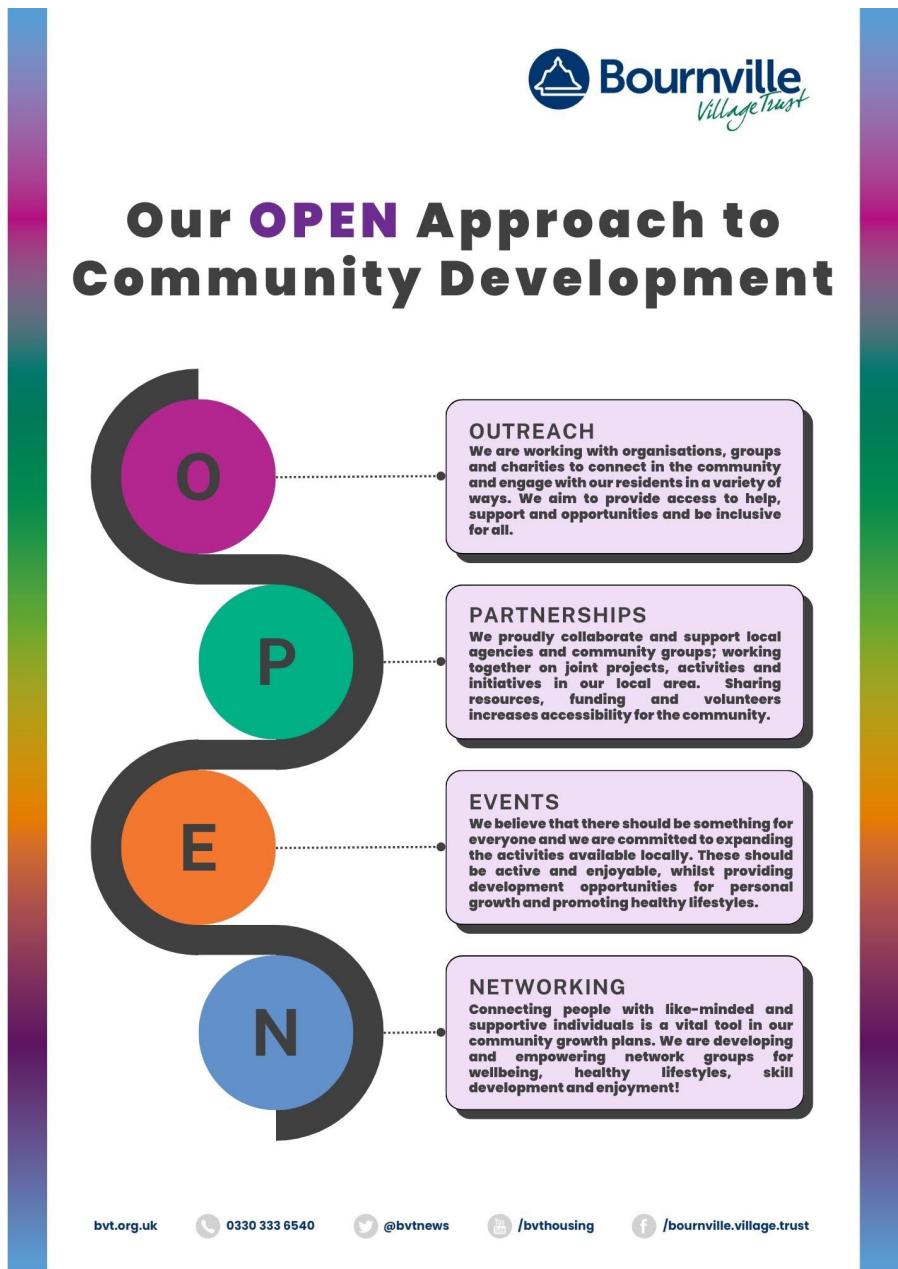
We have assisted with publicity, materials and documentation. Next, they are planning to organise a Christmas Carol concert and lantern parade, we are advising on risks assessments, licencing, marshalling and funding.



Volunteers
The activities were run by a fantastic team of volunteers who have been out making connections in the community. Feedback about the free activities from our residents was excellent.



Appendix B – Community Development and Partnerships Strategy Threads



Appendix C – Funding Pooling and Collaborative partnership Events Spending Analysis

Projected Collaborative Funding Costs of Major Lawley Events 2025

Event	Bournville Village Trust Lawley	Lawley and Overdale Parish Council	Lawley Community Consortium	Councillor's Pride	Telford and Wrekin Council	Other funding	Total Per Event £	Other contributions or added value	*State other funding sources and comments
TSR Lawley Station Event	500.00	600.00		600.00		0.00	1700.00	Railway to contribute if needed	*Other TSR Telford Steam Railway
VE Day 80th Anniversary Event	300.00			470.00	1500.00	0.00	2270.00	Persimmon to do road closure	*TWC VE Day Grant, Other- Persimmon road closure, Lawley Bank Court £TBC, Telford Hall £TBC
Summerfest	4500.00	5500.00	6000.00	1250.00			17250.00	Charity fundraising	*LCC £6000 max, refund excess
Children's Holiday Activities	900.00	2000.00		2000.00		815.00	5715.00	Pride funding	* BVT Lightmoor
Lawley 5k Fun Run	750.00	500.00	1000.00			0.00	2250.00	Sponsorship from local businesses	*Sponsorship from local businesses, **LCC £1000 max, refund excess
National Memorial Arboretum Trip	400.00					1180.00	1580.00	Promotion from TWC Armed Forces Covenant	*Sponsorship from Barratt Homes and David Wilson Homes
Christmas Event	2000.00	2000.00	3000.00				7000.00	Charity fundraising	*LCC £3000 max, refund excess
Total Per Organisation	9350.00	10600.00	10000.00	4320.00	1500.00	1995.00	37765.00		(*Will increase with other funding contributions)

Actual Collaborative Funding Costs of Major Lawley Events 2025

Event	Bournville Village Trust Lawley	Lawley and Overdale Parish Council	Lawley Community Consortium	Councillor's Pride	Telford and Wrekin Council	Other funding	Total Per Event £	Other contributions or added value	*State other funding sources and comments
TSR Lawley Station Event	385.00	385.00		600.00			1370.00	Approx 30 volunteers from railway	
VE Day 80th Anniversary Event	39.91			472.00	1500.00	0.00	2011.91	Road closure approx. £500 sponsored by Persimmon, Lawley Bank Court contributed staffing, Telford Hall contributed staffing and decorations, Lawley Scout Group volunteered to help at the event.	*TWC VE Day Grant
Summerfest	4500.00	5500.00	4950.00	1250.00			16200.00	Charity fundraising for Papyrus £601.25 and a further £854,104 of social value added estimated using the HACT calculator	*LCC £5500 max, refund £500
Children's Holiday Activities	880.00	1305.00		2580.00		815.00	5580.00	Some of an Eileen Hewer refund to BVT from the 2024 youth group grant was used to contribute £600 towards the cost for BVT Lawley, bringing the actual contribution down to £280 from the main budget	*BVT Lightmoor contributed £815
Lawley 5k Fun Run	500.00	559.14	1000.00			0.00	2059.14	Many local businesses sponsor the event by donating items and goodie bag gifts for runners. These included Lawley Pharmacy, Telford Hall, Lawley Bank Court, Morrisons, Fodens. The event raises a substantial amount of money for charity for Papyrus this year £1413.50 was raised.	LCC £1000 max
National Memorial Arboretum Trip	0.00					829.15	829.15	Brought to the community £68,175 of added social value using HACT calculator. Additionally £90 was raised for SAFFA charity	*Sponsorship from Barratt Homes and David Wilson Homes
Christmas Event	2000.00	2000.00	2249.89	450.00			6699.89	Lawley Primary School have waved the hire rates as their contribution to the event. There will also be charity fund raising for Papyrus.	*LCC £3000 max, refund excess for £829.15
Total Per Organisation	8304.91	9749.14	8199.89	5352.00	1500.00	1644.15	34750.09		(*Will increase with other funding contributions)

Appendix D -

Social Value Reporting: National Memorial Arboretum Coach Trip

Name of Project/Activity/Service:	National Memorial Arboretum Coach Trip for veterans from Lawley
Dates of Project/Activity/Service:	30/11/24 to 12/10/25 <i>While the event is run over one day, it takes a year to plan and get sponsorship. The participants have also joined the Lawley Armed Forces Network and attended subsequent activities.</i>
Service area/Team:	Estates & Stewardship
Aims and Values:	<i>What has it helped us achieve/ deliver against BVT aims and Values?</i> The aims and values this project have helped to deliver, have been numerous and varied. The goals of the project are to design and deliver events to meet the needs of a group represented in the population profile and to ultimately improve the feeling of belonging in the neighbourhood. The impact the event on the wider community have been significant, from improved community cohesion, providing opportunities for disabled residents and much more. Using local business providers to connect with the community and deliver this service strengthens community relations. Thus, demonstrating championing people and community building to be at the forefront of what we deliver.
Brief Description of what took place:	We organised an outing to support veterans and members of the armed forces community in our area. Excellent verbal feedback was collected from attendees and compliments about the organisation of the event. We organised a coach trip for out residents in Lawley to visit the National Memorial Arboretum, giving attendees a unique opportunity to explore the nation's centre of remembrance. There are lots of military memorials, so this supports the demographic of our area as we have lots of armed forces families living in Lawley, including both veterans and serving personnel. One of our developer partners, Barratt and David Wilson Homes, engaged with us, pledging funding for an activity to support veterans and members of the armed forces community in our area. They confirmed funding of up to £1180 for an excursion in October. This was requested by members of our Armed Forces Network who live in Lawley. The sponsorship paid for travel expenses, refreshments and a guided tour of the arboretum on the land train. The train was a particular feature of the day that people enjoyed and allowed access to all areas of the site for the disabled participants. The National Memorial Arboretum, located near Alrewas in Staffordshire, is the UK's year-round centre of remembrance, welcoming visitors from across the country to reflect, commemorate and celebrate the lives of those who have served. A post-event evaluation survey was created on Microsoft forms and shared with attendees to gather their views about the event and local area. This led to 11 responses and useful feedback. We received more responses than expected, which provided a good sample size.

	<p>As the event was planned to cater for a particular demographic of our residents and included feedback questions relevant to the neighbourhood and overall satisfaction. The questions were aligned with the social value calculator questions from HACT and outcomes calculated.</p> <p>The survey indicated strong satisfaction, with 97% of respondents reporting they were satisfied or very satisfied with the event. Furthermore, there was a 9.7 out of 10 rating for this contact with BVT, highlighting its positive impact and added value to BVT's reputation in the community.</p> <p>The survey was analysed to indicate whether perceptions and feelings had changed before and after the event. There was a notable increase in feelings of belonging to the neighbourhood and that they like living in the neighbourhood more. The results were individually added to the outcome and targets to represents each person's individual gains. It demonstrates how catering events to meet the needs of group represented in the population profile can increase community cohesion, i.e. these residents feel included in the community by having their needs addressed and contributions to society celebrated.</p> <p>In October, an estimated £68,175 in social value was generated through the arboretum trip for our veterans. The valuation is based on feedback from 11 surveyed attendees, with approximately 31 people attending overall, suggesting that further extrapolation could reveal an even greater impact.</p> <p>The Arboretum is a very special place and was moving for so many reasons, particularly to our veterans. It was a great trip for our community. The Arboretum also features beautifully landscaped grounds, woodland areas and reflective spaces, offering a place for visitors to pay tribute, reflect and remember. The trip was wonderful and those who joined us had an excellent day and enjoyed it very much.</p> <p>One of our attendees found their regiment memorial, which was also their father's and grandfather's before them. There were some other special and personal moments, including people paying silent tributes to fallen family and friends. It was also wonderful to have many single, older residents join the group for companionship and not have to drive themselves. We do have a high number of widows living in Lawley and it was heartwarming to see these ladies strike up friendships during the trip and enjoy the companionship of a group outing.</p> <p>Through Lawley Armed Forces Network, Bournville Village Trust supports serving personnel, veterans, and their families within the local community, helping to create opportunities for social connection, support and engagement. Participants of the trip have since engaged with the network, attended the outreach socials and presented wreaths at the Lawley Remembrance service. Showing the importance of the new connections made and how our residents engage in community activities.</p>
Cost:	<p>£829 total cost for the project which was funded by our sponsors.</p> <p><i>(Attendees paid a booking fee of £3 per person to confirm places, this raised £90 to be donated to a forces charity in their honour.)</i></p> <p>£68,175 was gained social value from the project.</p>
Numbers of residents taking part/ accessing:	The attendance was 31 on the day.
Social Value reported:	

Outcome	Target	Direct Wellbeing	Wellbeing Health Top-up	Total Wellbeing	Exchequer incl. Health	Total Social Value (not adj.)	Deadweight	Adjusted Total Wellbeing	Adjusted Total Social Value
Belong to neighbourhood	6	£24,894	£22,956	£47,850	£426	£48,276	10.1 %	£43,017	£43,400
Good neighbourhood	5	£28,015	£21,520	£49,535	£415	£49,950	50.4 %	£24,569	£24,775
Total Social Value forecast		£52,909	£44,476	£97,385	£841	£98,226		£67,587	£68,175

Feedback gathered and learning:

Feedback from residents:

When asked, what do you like about the trip?

3 respondents (27%) answered Land train for this question.



When asked, how do you think the trip could be improved?

3 respondents (30%) answered perfect for this question.



Comments from our participants:

"Well-organised with lots included. Lovely to meet new people"

"Everything was good from the beginning to the end. Journey was not stressful and lots to learn."

"Having enough time to wander around as well as the land train and the 11am service"

"Getting to see specific memorials without the drive! It was lovely and peaceful."

"Very efficient organisation"

"The agenda for the day was great, we had enough time to get round everywhere we wanted to see. We really enjoyed the remembrance service and the 15 minute talk afterwards."

"Very well organised and the timings of the day were perfect."

Resident members of our Armed Forces Network requested this trip to the arboretum. We worked with Barratt Homes who provided £1000 sponsorship for the trip and residents and families joined us. It was a moving day where many found the memorials for their regiment or that of their family members.

What's Next?

We are reviewing the improvement feedback comments to help us develop events for next year. We were pleased with the successful response to the online survey and are planning to expand this as an arm to our consultation strategies.

Photos of the day:





Lawley Management Committee	
Date	3 rd February 2026
Item 10	Customer Communications Report
Author	Donna Charway Customer Communications Officer
Contact Details	DonnaCharway@bvt.org.uk 0300 333 6540



1. Purpose of Report

The purpose of this report is to inform Committee of the PR & Communication activities that took place in Q4 of 2025.

2. Recommendation

Committee is asked to **DISCUSS** and **NOTE** the contents of this report.

3. Link to Strategic Aims, Objectives and Values

The delivery of PR & Communication activities contributes towards the BVT corporate aims of:

- Inspiring learning and sharing
- Building organisational strength

And reflect values of partnership, fairness, quality, integrity and innovation.

The PR & Communication report is focused on reporting against the aims set out in our Marketing & Public Relations Strategy (Telford), which complements the main BVT Marketing & Public Relations Strategy for BVT. The report is broken down into four main strategy aims, as detailed below.

4. Our Digital Communications Offer

AIM: Provide a quality, timely and effective communications service across all our digital communication platforms that reflects customer needs and to ensure Lawley and Lightmoor digital communications is aligned with the BVT brand.

During Q4 the Customer Communications Officer (CCO) updated the events and news pages of the website. The final audit of the year was delayed due to staffing shortages within the Estates & Stewardship team, however the CCO checked all corporate pages and links and updated pages as necessary. In addition, a page was created on the website to support the 2026 community charge information that was posted to residents, this included FAQs based on previous communications received.

4.1 Website

- **Uploaded 67 grounds maintenance reports from across all phases.** The reports on the website are updated weekly and show the services carried out in different

areas of the village. The monthly audits also explain any work M&BG Ltd (contractor) are addressing. This helps make sure we are transparent and accountable to Lawley residents.

- **Wrote and published 26 news stories and events.** As well as using social media to share news stories and events, we also updated the website with news about services, activities and events (including estate dates and drop-ins) to help residents, who don't use social media, keep informed about what is happening in the village and the wider local area.

4.2 Social media platforms

As well as managing the BVT Lawley Facebook and X accounts, the CCO also manages the Summerfest and Lawley 5K fun run pages. During Q4 the following were written and posted:

- **96 updates/events on Facebook/X.** These posts helped to raise awareness amongst customers of the services BVT provides, ranging from estates & stewardship activities and partnership work to community events.
- **Recorded/created one video announcing the retirement of the current estates and stewardship manager and introducing his replacement.** In addition, several videos were recorded featuring the estate officers. This is part of a project that will involve highlighting the various aspects of an estates officer role and how they support residents.
- **Updated the Summerfest and Lawley 5K Facebook pages.** We have managed these pages on behalf of, what was, the Lawley Partnership Board for the past three years and have seen consistent increases in the number of followers and engagement. As popular events in the village, managing these pages helps support our community building work in Lawley.

4.3 Online newsletter

We issue an online newsletter every other month to residents who have signed up to receive it (via our parent website). The newsletter includes details of BVT services, activities and events across all the neighbourhoods we work.

In Q4 of 2025, we issued one newsletter:

- November – 61% open rate

This compares to an average 45% for peers in the not-for-profit sector. In the November issue, articles relevant to Lawley residents included the organised trip to the National Arboretum, Christmas events and the Lawley Communications Forum.

Due to the success of the newsletter and growing distribution, in 2026 it will become a monthly newsletter. All residents are invited to sign-up to receive it via our main BVT website.

5. Brand management and marketing

AIM: Make sure Lawley and Lightmoor branding is aligned with the BVT brand and reflects us as a values-driven charitable trust and deliver excellent marketing activities that support the wider delivery of our aims and corporate plan.

In Q4 of 2025, we supported the Estates & Stewardship Manager and Community Development and Partnership Officer in the communication and marketing of activities taking place. This included:

Community charge pack

The CCO co-ordinated the project for the creation and distribution of the annual community charge pack. This included creating pages on the website and content for social media. Due to annual leave and issues around approval from the developers, this was left with the Head of Communications in the absence of the CCO. In addition, the CCO suggested we hold a drop-in session in January inviting residents to go along and discuss any questions or queries about the charge or our services. This was advertised with the community charge information.

Christmas events

The joint Christmas event organised by us, and Lawley and Overdale Parish Council, was publicised through our social media platforms and website. In addition, we also showcased other activities such as carol singing organised by a local church group. Hundreds of residents turned up for the event and a follow-up post by Lawley and Overdale Parish Council saw one resident comment “Fantastic event thank you”.

6. Our public profile

AIM: Create compelling messages and narratives that celebrate and share what we do and influence others, with a focus on demonstrating that we listen and respond to customers and respond to wider issues aligned to our values.

6.1 Media coverage During the final quarter of 2025, no news releases were issued. In 2026 the CCO will continue to spot opportunities for media coverage.

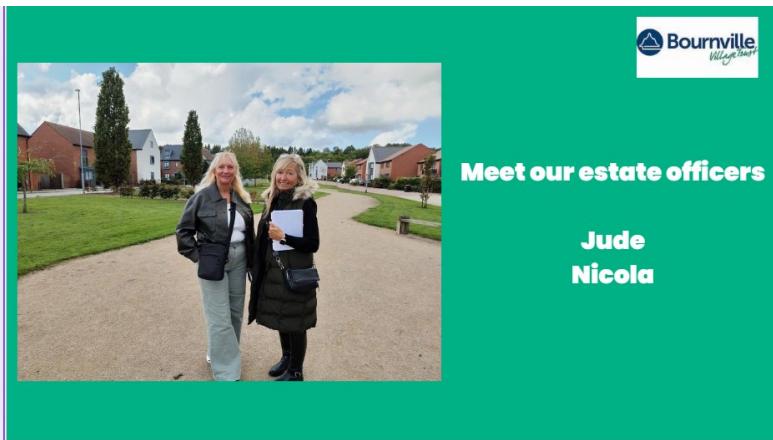
Press coverage allows us to raise awareness of our services, both to residents in Lawley and households in the surrounding areas. This can prove a useful marketing tool to reach people who are considering moving to Lawley.

6.2 Public relations As well as sharing Lawley news by securing media coverage, the CCO is always looking for ways to tell the ‘stories’ of the Lawley community. In Q4 this included an article on our website about the organised visit to the National Arboretum, the announcement of the retirement of the existing E&SM as well as an update of Ernie the support dog who we nominated in the BBC Make a Difference awards. Although he didn’t win, he was highly commended and was the star of the show at the awards ceremony.

In addition, the CCO also promoted many of the activities and events taking place both at the Lawley Community Hub and in the wider community.

New projects

Estate Officer role – To raise awareness of the breadth of the Estate Officer role, the Customer Communications Officer has been working closely with Estate Officers to produce a series of videos. These videos highlight the wide range of responsibilities involved, including estate inspections, supporting residents with alterations, managing breaches, and liaising with developers and local police on a variety of matters. Next steps will be to show them to the Communications Forum in February for their views before a launch early in the second quarter of the year.



Bournville Village Trust

Meet our estate officers

Jude
Nicola

Internal Communication

AIM: To support the delivery of regular, quality internal corporate communication that reaches all colleagues and encourages two-way communication and feedback.

The CCO regularly contributed to BVT's staff intranet and Staff Bulletin in Q4. This included:

- The changes in staffing
- The National Arboretum visit
- Christmas activities

Being able to share communication about our work in Lawley with Lawley staff and other colleagues across BVT provides opportunities to share good practice and for teams to stay up to date with activities and services taking place.

For more details, see Appendix D.

7. Financial impact

All PR and communications activities have been costed for 2025 as part of the budget planning process.

Most communications carried out for Lawley is digital (with hard copies available on request). This reduces costs associated with print and offers good value for money for residents. The CCO resource is shared with Lightmoor Village, offering some economies of scale and value for money.

8. Value for Money Impact

The delivery of communications uses existing resources.

9. Risk and Assurance Impact

Communications help mitigate the following strategic risk: 'Lack of accountability to customers and poor-quality services.'

10. Relevant Legislation and Regulation Impact

- General Data Protection Regulation 2016
- The UK Code of Non-broadcast Advertising and Direct & Promotional Marketing (CAP Code)
- The Copyright, Designs and Patents Act 1988

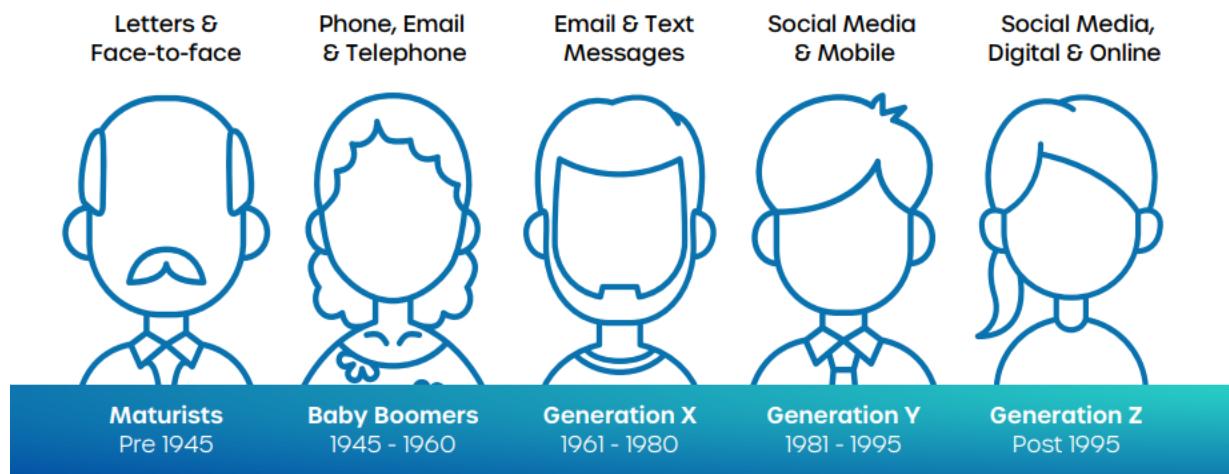
11. Equality, Equity, Diversity & Inclusion Impact

Our overall communications strategy supports the following objectives in our Diversity, Equality and Inclusion Policy.

- To recognise and respect the valuable contribution that diverse groups can bring to a community and to treat individuals with respect and dignity.
- To create communications that are inclusive and accessible and are responsive to the needs of our customers.
- To continue to ensure social media guidelines are followed including removing comments/posts that amount to bullying or discrimination and deleting offensive derogatory posts, images or links

In addition to continually improve inclusivity, the PR & Communications team constantly look at ways to reach all members of the community. We serve a diverse resident population with different generations and cultures, each with their own distinct communication preferences. With these variations in demographics, we use multiple communication channels to reach residents.

We believe that many Lawley residents fall into the Generation Y & Z categories (see below), which tend to be more digitally aware and able. However, there are also two care homes located in Lawley, which have an older demographic, and we are conscious of this when communicating events/activities that are relevant for them.



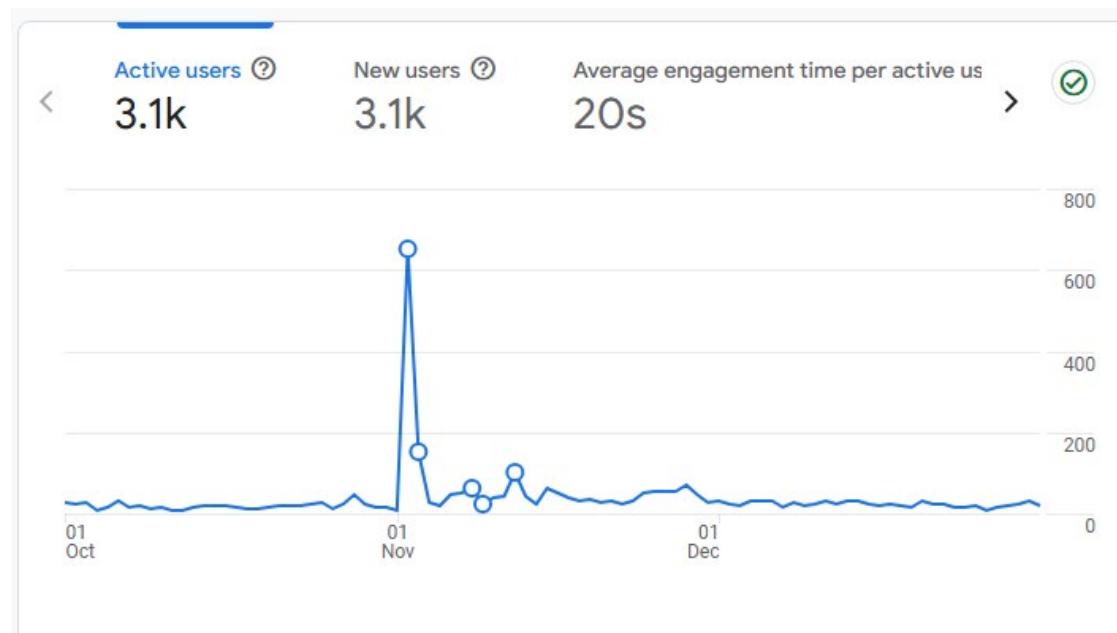
12. Customer Voice and Impact

The report details the breadth of communications and various methods used in Lawley and analyses the customer voice heard through these methods. This is achieved through website analysis and social media feedback. Providing timely and effective communications relating to Estates & Stewardship services and community engagement ensures residents are kept up to date with any service updates and opportunities to be part of a fully inclusive community.

Appendix A – Our digital communications offer

Website - Users

The graph illustrates the number of active users, including first-time visitors, during Q4 2025. Overall usage shows a significant increase compared with the previous quarter, although several spikes cannot be directly linked to specific timely online communications. Aside from the home page, the events section remains the most frequently visited area, highlighting continued strong interest in the organisation's events and activities.



User acquisition

This graph shows how users found the website; it is broken down into:

- Organic search - unpaid listings on search engines e.g. a resident will search for the topic they are interested in
- Organic social - click throughs via social media
- Referral - via another source e.g. website
- Direct – go directly to the URL

Session primary...channel group	↓ Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count	Key events	Session events
	100% of total	100% of total	Avg 0%	Avg 0%	Avg 0%	All events	All events	All event
<input checked="" type="checkbox"/> Total	3,571	1,001	28.03%	18s	4.53	16,170	0.00	
<input checked="" type="checkbox"/> 1 Direct	2,425 (67.91%)	282 (28.17%)	11.63%	6s	4.19	10,162 (62.84%)	0.00 (-)	
<input checked="" type="checkbox"/> 2 Organic Search	813 (22.77%)	493 (49.25%)	60.64%	43s	5.03	4,088 (25.28%)	0.00 (-)	
<input checked="" type="checkbox"/> 3 Referral	203 (5.68%)	133 (13.29%)	65.52%	36s	5.26	1,067 (6.6%)	0.00 (-)	
<input checked="" type="checkbox"/> 4 Organic Social	141 (3.95%)	89 (8.89%)	63.12%	41s	5.92	835 (5.16%)	0.00 (-)	
<input checked="" type="checkbox"/> 5 Unassigned	11 (0.31%)	2 (0.2%)	18.18%	24s	1.64	18 (0.11%)	0.00 (-)	

Page views

The graph below shows the top 10 most visited pages during the fourth quarter of 2025. Residents continue to log on to see event news, information about the annual accounts and how to alter homes.

									Rows per page:	10	Go to:	1	<	1-10 of 1092	>
		↓ Views	Active users	Views per active user	Average engagement time per active user	Event count	All events	Key events	All events	Total revenue					
<input checked="" type="checkbox"/>	Total	5,430 100% of total	3,115 100% of total	1.74 Avg 0%	20s Avg 0%	16,170 100% of total	0.00	£0.00							
<input checked="" type="checkbox"/>	1 /	1,291 (23.78%)	877 (28.15%)	1.47	12s	3,887 (24.04%)	0.00 (-)	£0.00 (-)							
<input checked="" type="checkbox"/>	2 /events	186 (3.43%)	63 (2.02%)	2.95	32s	378 (2.34%)	0.00 (-)	£0.00 (-)							
<input checked="" type="checkbox"/>	3 /your-village	96 (1.77%)	69 (2.22%)	1.39	29s	224 (1.39%)	0.00 (-)	£0.00 (-)							
<input checked="" type="checkbox"/>	4 /your-village/lawley-community-hub	88 (1.62%)	64 (2.05%)	1.38	37s	251 (1.55%)	0.00 (-)	£0.00 (-)							
<input checked="" type="checkbox"/>	5 /your-home/annual-community-charge	87 (1.6%)	55 (1.77%)	1.58	24s	183 (1.13%)	0.00 (-)	£0.00 (-)							
<input type="checkbox"/>	6 /your-home/how-to-alter-your-home	87 (1.6%)	63 (2.02%)	1.38	25s	191 (1.18%)	0.00 (-)	£0.00 (-)							
<input type="checkbox"/>	7 /your-home/what-to-do-when-selling-your-home	77 (1.42%)	45 (1.44%)	1.71	41s	181 (1.12%)	0.00 (-)	£0.00 (-)							
<input type="checkbox"/>	8 /your-home/about-estates-and-stewardship-services	67 (1.23%)	41 (1.32%)	1.63	33s	125 (0.77%)	0.00 (-)	£0.00 (-)							
<input type="checkbox"/>	9 /contact	66 (1.22%)	51 (1.64%)	1.29	17s	160 (0.99%)	0.00 (-)	£0.00 (-)							
<input type="checkbox"/>	10 /your-village/meet-the-bvt-lawley-village-team	66 (1.22%)	52 (1.67%)	1.27	27s	153 (0.95%)	0.00 (-)	£0.00 (-)							

News posts

Topics:

The Customer Communications Officer meets with the Estate & Stewardship Manager and Community Development & Partnership Officer monthly, which helps feed news for the website. During Q4 three news stories were published:

- Ernie the therapy dog honoured in BBC's make a difference awards.
- A meaningful visit: local residents at the national memorial arboretum.
- Nick shared personal update and welcomes new team member.

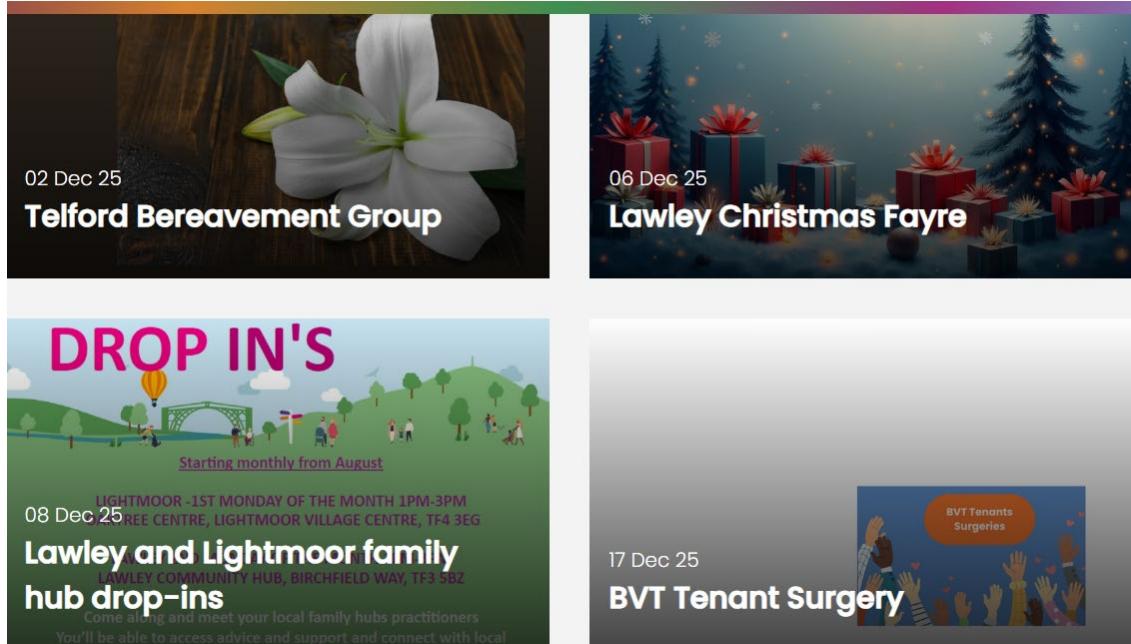


Events

Events have been published for the year. In Q4 of 2025 the following were published and took place:

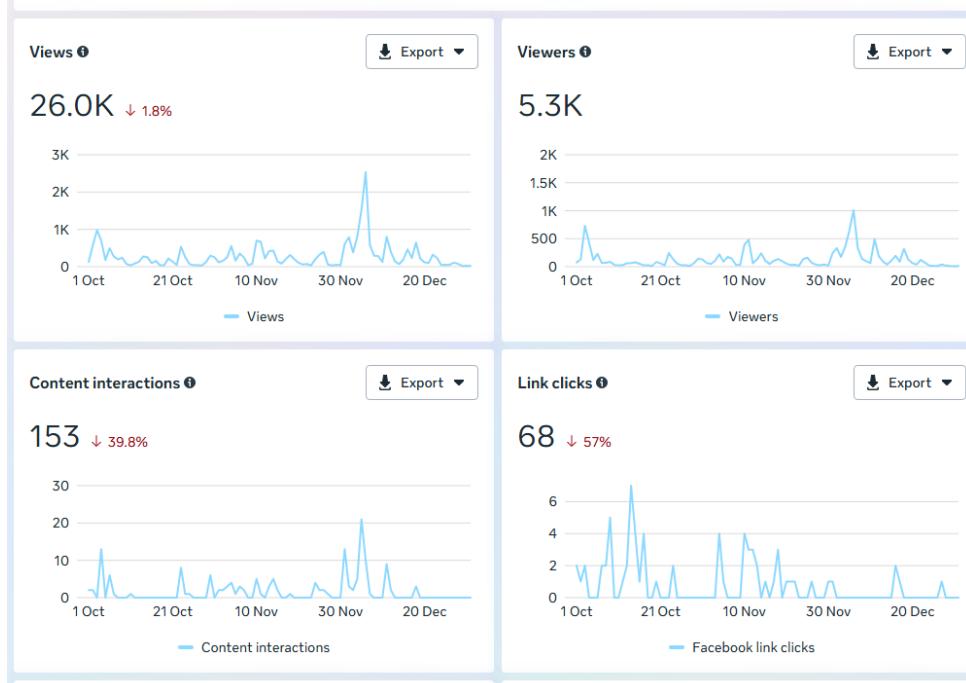
- 3 x Family hub drop-in
- 2 x Estate date
- 3 x Bereavement group
- 1 x Lawley Halloween photo competition
- 1 x coach trip to National memorial Arboretum
- 1 x Sounding Group (cancelled)
- 1 x Baby loss awareness coffee morning
- 3 x Armed forces drop-in session
- 3 x BVT tenant surgery

- 1 x free family hub weaning event
- 1 x Lawley Management Committee meeting
- 1 x spread some Christmas cheer
- 1 x Lawley Christmas fayre
- 1 x Lawley community coffee morning



Social media

The Facebook analytics below compare the third quarter of 2025 to the final quarter of 2025. There was a reduction in posts on social media, which reflects in the results, however there is still a growing audience on Facebook, which is shown in the number of new followers.





The most engaged posts are below; this shows the interest in both the services we provide and the community activities that take place. The CCO will continue to work with the E&S team to promote good news stories and share service updates.

Overview

Views	2,951
Interactions	5
Link clicks	--
Follows	1

↗ This post received more views compared to your recent Facebook posts.

Views **2,951**

Total Followers Age & gender

15m 9h 1d 6h 7d

This post's views Your typical post views

Viewers **1,458**

Feed preview

BVT in Lawley Village
Published by **Donna Charway** · 6 December 2025 ·

Visiting us today at the Lawley Christmas Fayre?
Join us at Lawley Primary School from... See more

LAWLEY
CHRISTMAS FAYRE
SATURDAY 6TH DECEMBER 2025
2.00PM - 5.00PM
AT THE LAWLEY PRIMARY SCHOOL

Magician Childrens Crafts Santa's Grotto Face Painters Festive Music Stalls Games Side Stalls Festive Characters

Boost

Overview

Views	2,283
Interactions	6
Link clicks	--
Follows	1

↗ This post received more views compared to your recent Facebook posts.

Views **2,283**

Total Followers Age & gender

15m 9h 1d 6h 7d

This post's views Your typical post views

Viewers **1,036**

Feed preview

BVT in Lawley Village
Published by **Donna Charway** · 4 December 2025 ·

Lawley Christmas Fayre
... See more

Lawley Primary PTFA and 2 others 2

Like Comment Share

Comment as BVT in Lawley Village

View Post on Facebook

Overview

Views 1,303 Interactions 3 Link clicks 8 Follows 0

~ This post received more views compared to your recent Facebook posts.

Views 1,303

Total Followers

Viewers 898

Feed preview

BVT in Lawley Village
Published by Donna Charway · 10 November 2025 · 3

The next resident-led Lawley Management Committee (LMC) meeting will take place this Saturday... See more

Boost

1 Like 2 Share

Comment as BVT in Lawley Village

Rich Cooper

Online newsletter

Join our communications forums in 2026

Lawley and Lightmoor Village residents are being encouraged to join Communications Forums to help make sure information we share is engaging, informative and easy to understand.

No experience is needed and all residents aged 18 and over are welcome to join. As a member of the forum, you'll have the chance to:

- Review key communications to make sure they're clear, easy to understand and include all the information you'd expect.
- Provide feedback on our websites, helping make them relevant, useful and user-friendly.
- Share your experiences of living in Lawley or Lightmoor Village through blogs, articles, videos and other online and



Lawley residents enjoy heartfelt visit to the National Memorial Arboretum

Residents from Lawley experienced a memorable day at the National Memorial Arboretum, the nation's centre of remembrance.

Members who attend the Armed Forces Drop-In Sessions at Lawley Community Hub asked if a trip could be organised, and the day was both uplifting and moving.

One attendee found their regiment's memorial, a tribute that also honoured their father and grandfather. Others took quiet moments to pay respects to fallen family members and friends.



[Find out more about BVT Lawley activities](#)

Our online newsletter compares better than similar businesses, as can be seen below:

Email benchmarking

July 22, 2025 - October 8, 2025

Your email campaign performance compared to similar businesses. Learn more about [benchmarking](#).

Characteristics you and your peers share

Industry
Non-Profit

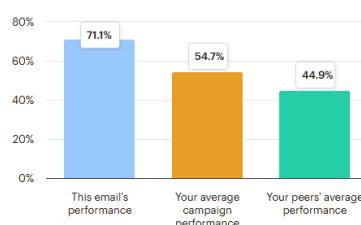
Your industry was either self reported or predicted using natural language processing techniques. You can update it in [your settings](#).

Audience demographics
A combination of Male, Female and Another Identity, from 45 and up

Audience size
200 - 2,000

How your email compares

[Open rate](#) [Click rate](#) [Unsubscribe rate](#)



Email benchmarking

July 22, 2025 - October 8, 2025

Your email campaign performance compared to similar businesses. Learn more about [benchmarking](#).

Characteristics you and your peers share

Industry

Non-Profit

Your industry was either self reported or predicted using natural language processing techniques. You can update it in [your settings](#).

Audience demographics

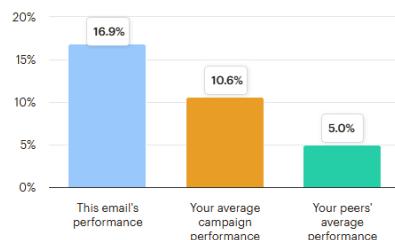
A combination of Male, Female and Another Identity, from 45 and up

Audience size

200 - 2,000

How your email compares

[Open rate](#) [Click rate](#) [Unsubscribe rate](#)



Appendix B

Examples of articles in BVT's Staff Bulletin and Intranet

Movers and shakers: Colleague changes and achievements

We'll be saying a warm goodbye to our Estates and Stewardship Manager in Lawley, Nick Freeman, who is retiring this month.

Nick is retiring after four years, but will be continuing his brilliant community work with Telford First Response.

Nick said: "The last four years have been so many highlights, opening the Lawley Community Hub, redesigning the Design Guide and creating a new welcome pack. During my time at BVT, we've really focused on being more open and transparent with residents, from sharing weekly grounds maintenance reports to inviting residents to see how our buildings are run. It's been amazing, and I want to thank my team and colleagues for all your support."

Nick hands the baton to Mike Cuneen, who joined in November. Mike brings a wealth of experience in social housing.

Mike said: "I'm really looking forward to getting to know my team and colleagues and continuing to provide an excellent service to residents. We'll be building on the fantastic work already happening in Lawley, continuing to create communities where everyone can thrive."

In other news, congratulations to our colleague Josh Lowe for successfully completing his full four-year Electrical Engineering apprenticeship. Josh passed his AM2a assessment with distinction.

John Ruttin, Electrical Service Manager, said: "This is an incredible achievement and a true testament to Josh's



Lawley Management Committee Plan 2026

Date	Meeting	Item No.	Topic	Lead	Outcome
3rd February 2026	Quarterly LMC Meeting				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
		5.	None		
Items for Discussion					
		6.	Quarterly Financial Report	Estates & Stewardship Manager	
		7.	Estates And Stewardship Update	Estates and Stewardship Manager	
		8.	Quarterly Performance Report	Estates and Stewardship Manager	
		9.	Community Development and Partnership Report	Estates and Stewardship Manager	
		10.	Quarterly Communications Report	Customer Communications Officer	
Items for Noting					
		11.	Meeting Plan 2026	Estates and Stewardship Manager	
		12.	Any Other Business	Chair	
		13.	Dates Of Next Meetings	Chair	

Agenda Item 11
 Lawley Management Committee
 LMC Meeting Planner 2026
 3rd February 2026

		14.	Confidential Item		
		15.	Confidential Item		
		16.	Confidential Item		
		17.	Confidential Item		
10th March 2026	Working Group Meeting				
		1.	Risk Register	Head of Estates and Stewardship	
		2.	Elections and Terms of Reference	Head of Estates and Stewardship	
		3.	Lawley Community Hub Charge Table	Estates and Stewardship Manager	
14th April 2026	Interim LMC Meeting				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	LMC Elections, Independent Electoral Supplier and Terms of Reference	Head of Governance	
		4.	AOB		
12th May 2026	Quarterly LMC Meeting				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
		5.	Lawley 2026 Projects	Estates and Stewardship Manager	
Items for Discussion					
		6.	Quarterly Financial Report	Head of Estates & Stewardship	

		7.	Estates And Stewardship Update	Estates and Stewardship Manager	
		8.	Quarterly Performance Report	Estates and Stewardship Manager	
		9.	Community Development and Partnership Report	Community Development & Partnerships Officer	
		10.	Quarterly Communications Report	Customer Communications Officer	
Items for Noting					
		11.	Meeting Plan 2026	Estates and Stewardship Manager	
		12.	Any Other Business	Chair	
		13.	Dates Of Next Meetings	Chair	
		14.	Confidential Item		
		15.	Confidential Item		
		16.	Confidential Item		
		17.	Confidential Item		
CONFIDENTIAL ITEMS					
Items for Decision					
		18.	LMC Elections – Independent Electoral Supplier	Head of Governance	
9th June 2026	Working Group Meeting				
7th July 2026	Working Group Meeting				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	

Agenda Item 11
 Lawley Management Committee
 LMC Meeting Planner 2026
 3rd February 2026

		3.	Approval of New Committee Members	Head of Governance	
		4.	AOB		
1st September 2026	Quarterly LMC Meeting				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
		5.	M&BG 3 rd Year Review	Estates and Stewardship Manager	
Items for Discussion					
		6.	Quarterly Financial Report	Head of Estates & Stewardship	
		7.	Estates and Stewardship Report	Estates and Stewardship Manager	
		8.	Quarterly Performance Report	Estates and Stewardship Manager	
		9.	Community Development and Partnership Report	Community Development & Partnerships Officer	
		10.	Quarterly Communications Report	Customer Communications Officer	
Items for Noting					
		11.	Meeting Plan 2026	Estates and Stewardship Manager	
		12.	Any other business	Chair	
		13.	Dates for next meeting	Chair	

Agenda Item 11
 Lawley Management Committee
 LMC Meeting Planner 2026
 3rd February 2026

		14.	Confidential meeting		
		15.	Confidential meeting		
		16.	Confidential meeting		
		17.	Confidential meeting		
13th October 2026	Working Group Meeting				
10th November 2026	Quarterly LMC Meeting				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
		5.	Items for Decision		
Items for Discussion					
		6.	Quarterly Financial Report	Head of Estates & Stewardship	
		7.	Estates and Stewardship Report	Estates and Stewardship Manager	
		8.	Quarterly Performance Report	Estates and Stewardship Manager	
		9.	Community Development and Partnership Report	Community Development & Partnerships Officer	
		10.	Quarterly Communications Report	Customer Communications Officer	
Items for Noting					
		11.	Meeting Plan 2025	Estates and Stewardship Manager	

		12.	Any other business	Chair	
		13.	Dates for next meeting	Chair	
		14.	Confidential meeting		
		15.	Confidential meeting		
		16.	Confidential meeting		
		17.	Confidential meeting		
8th December 2026	Working Group Meeting				

ITEMS FOR INCLUSION IN AGENDAS/WORKING GROUPS

ITEM	LEAD	Comments